



California  
**DEPARTMENT OF TECHNOLOGY**  
Office of Technology Services

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## **ECAT**

# **Exchange Customer Administration Tool Web Interface User Guide**

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**Version 6.9**

# Exchange Customer Administration Tool (ECAT) Web Interface User Guide

## Table of Contents

<b>About this Guide .....</b>	<b>3</b>
Audience and Purpose.....	3
What is in this Guide?.....	3
CA.mail Website.....	3
Contacting Customer Support.....	3
<b>Chapter 1: Getting Started.....</b>	<b>4</b>
Understanding the Web Interface for the Exchange Customer Administration Tool (ECAT)...	4
Configuring Microsoft Internet Explorer.....	4
Connecting to the Web Interface .....	5
Changing Local Settings .....	6
<b>Chapter 2: Web Interface Basics.....</b>	<b>7</b>
Administrative Tasks Overview .....	7
Directory Management .....	7
Help.....	7
Changing View .....	12
Sorting and Filtering Lists of Objects .....	12
Choosing Columns in Lists of Objects .....	12
Searching for Objects.....	13
Quick Search.....	13
Basic Search.....	14
Advanced Search .....	15
Custom Search .....	16
<b>Chapter 3: Performing Management Tasks .....</b>	<b>18</b>
Managing Active Directory Objects .....	18
Definition of Access Roles .....	20
Logon Instructions for ECAT (Exchange Customer Administration Tool) .....	21
Create a New User Mailbox (Linked Mailbox) .....	23
Setting the Storage Limit .....	35
Adding to a Distribution List .....	38
Create a New Shared Mailbox Account.....	42
Create a New Room or Equipment Mailbox.....	51
Create a New Group (Distribution List) .....	58
Create a New Contact Item .....	64
Rename a Mailbox Account.....	71
Rename a Group (Distribution List) .....	82
Deprovisioning a Mailbox Account.....	89
Undo Deprovisioning of a Mailbox .....	93
Deprovisioning a Group (Distribution List) .....	98
Undo the Deprovision of a Group (Distribution List) .....	101

## About this Guide

This section describes the audience, purpose, and organization of the guide.

## Audience and Purpose

This guide describes web interface user concepts, procedures and access roles for Mailbox Administration and Mailbox Properties Maintenance. Additionally, this guide will explain the use of the Exchange Customer Administration Tool (ECAT) known as Quest®ActiveRoles Server Web Interface.

The intended audience is for OTech customer Exchange Administrators and Help Desk staff. Exchange Administrators will be assigned the “Mailbox Administration” role and their functions will include adding, changing, and deleting mailboxes, groups and contact items. Help Desk staff will be assigned the “Mailbox Properties Maintenance” role and their functions may include performing maintenance on a limited number of data elements (e.g. Phone Number, Name, etc) associated with an individual’s mailbox.

## What is in this Guide?

The first chapter describes configuring and using the web interface. The second chapter describes the basic administrative tasks and the third chapter describes access roles and managing active directory objects.

This document is divided into three sections:

- Getting Started
- Web Interface Basics
- Managing Active Directory Objects

## CA.mail Website

If you want more information regarding the CA.mail Services and component services, please go to our website at <http://www.servicecatalog.otech.ca.gov/>.

## Contacting Customer Support

The CIO Service Support phone number, (916) 464-4311, is answered 24 hours a day, 7 days a week. Additionally, customers may choose to email the Service desk at [Service.desk@state.ca.gov](mailto:Service.desk@state.ca.gov) for assistance.

# Chapter 1: Getting Started

## Understanding the Web Interface for the Exchange Customer Administration Tool (ECAT)

The Exchange Customer Administration Tool uses Quest ActiveRoles Server to offer a convenient, easy-to-use, customizable Web interface that enables authorized users to perform day-to-day administrative tasks, such as modifying personal data or adding users to groups. Via the Web Interface, an intranet user can connect to ActiveRoles Server using Microsoft Internet Explorer. A user sees only the commands, directory objects, and object properties to which the user's role provides administrative access.

The Exchange Customer Administration Tool Web Interface User Guide is for individuals who are responsible for performing administrative tasks. This document provides a brief overview of the Web Interface, and includes procedures for performing administrative tasks.

The following sections describe the procedures for connecting to the Web Interface.

First, you must configure Microsoft Internet Explorer to display the Web Interface pages properly. Then, connect to the Web Interface. Finally, you may specify personal settings such as the interface language, color scheme, and number of objects per page.

## Configuring Microsoft Internet Explorer

Before connecting to the Web Interface, you should verify that your Web browser is configured properly. Use the following procedures to configure Microsoft Internet Explorer 7.x or 8.x to meet the requirements of the ActiveRoles Server Web Interface.

### *To configure Microsoft Internet Explorer*

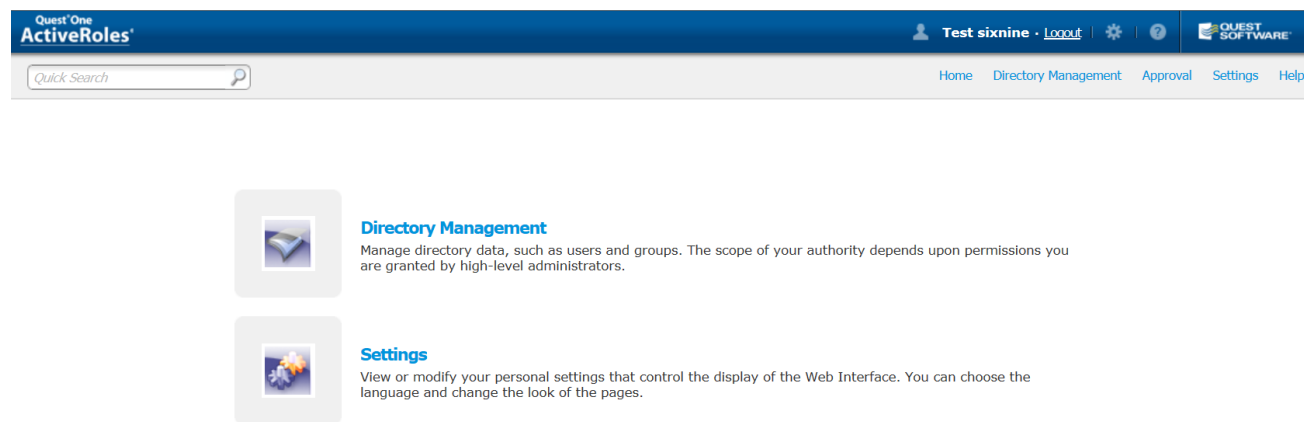
1. Start Microsoft Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. In the **Internet Options** dialog box, click the **Security** tab.
4. On the **Security** tab, click **Local intranet**, and then click **Custom Level**.
5. In the **Security Settings** dialog box, make sure that the **Enable** option is selected for the **Scripting | Scripting of Java applets** item.
6. Click **OK** to close the **Security Settings** dialog box.
7. In the **Internet Options** dialog box, click the **Privacy** tab.
8. In the **Settings** area, Move the slider to select the **Medium** privacy setting.
9. Click **OK** to close the **Internet Options** dialog box.

## Connecting to the Web Interface

### To connect to the Web Interface

1. Start Microsoft Internet Explorer.
2. In the **Address** field, type the Web Interface's URL: <https://ECAT.mail.ca.gov/Admin>
3. Press ENTER

*Once the Web browser has established a connection to the Web Interface, and after client gives login credentials, it displays the Web Interface home page, similar to the following figure.*



## Changing Local Settings

When using the Web Interface for the first time, you can specify the Web Interface settings:

- **Number of objects to be displayed per page.** The number of objects displayed per page in object lists.
- **Number of pages links to display for object list.** The number of pages the Web interface retrieves from the Administration Service at one time when preparing lists of directory objects.

These settings are saved on the local computer, that is, on the computer running the Web browser. The settings are stored on a per-site basis.

**NOTE:** Use the **Number of objects to be displayed per page** and **Number of pages links to display for object list** options carefully. When you specify small numbers, you will need to click page numbers or the **Next pages** button at the bottom of the list to see more objects or to load more pages. On the other hand, specifying unreasonably large numbers may result in network delays, degrading the performance of the Web Interface.

### *To change the local settings*

1. On the Web Interface home page, click **Settings**.
2. Configure the settings as required.
3. Click **Save** for the changes to take effect.

# Chapter 2: Web Interface Basics

## Administrative Tasks Overview

The Web Interface home page displays the categories of administrative tasks supported by the Web Interface. The same categories are displayed along the upper part of the Web Interface pages. Click a category to perform the following administrative tasks:

- **Directory Management.** Management of Active Directory objects

The **Settings** item is used to set up the Web Interface options. The **Help** item is used to display Web Interface Help and technical information on the Web Interface. The **Logout** option is used to disconnect your Web Interface session.

## Directory Management

**Directory Management** allows you to administer directory objects in your organization. Your ActiveRoles Server permissions determine which tasks you can perform.

**Directory Management** includes the following tasks:

- **Active Directory.** Select and administer Active Directory objects such as user accounts, groups and contacts.
- **Managed Units.** Select and administer Units that you have rights to such as Linked Mailboxes, Groups and Resource Mailboxes.
- **Search.** Search for directory object.

For information on how to navigate Managed Units, see “Navigating Managed Units” later in this document.

For information on how to administer Active Directory objects, see “Managing Active Directory Objects” later in this document.

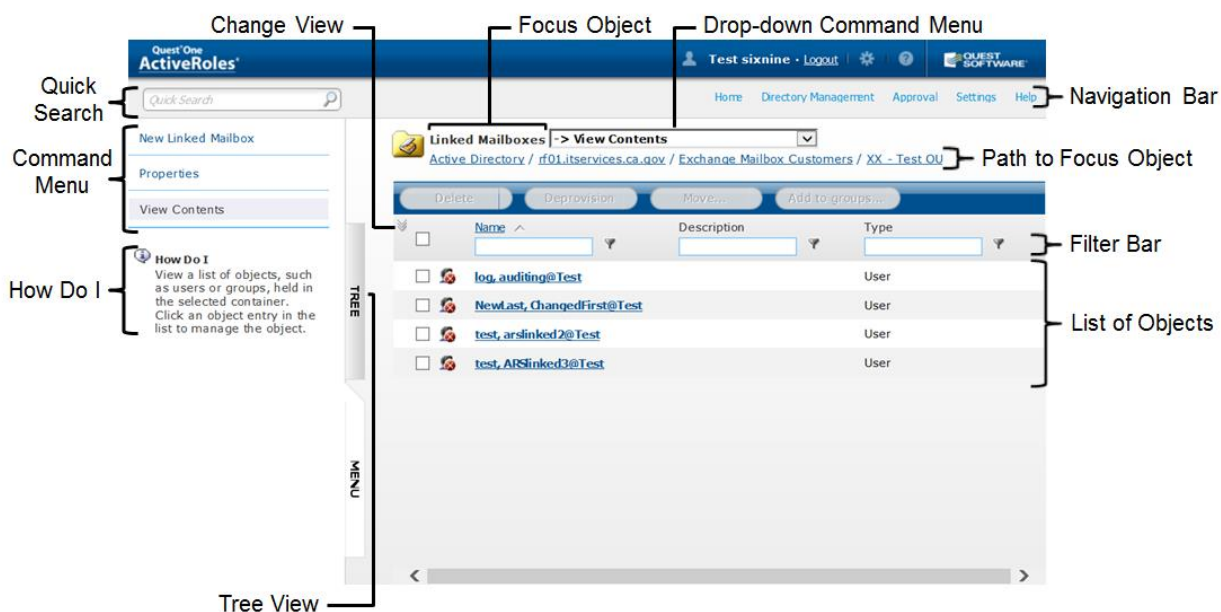
For information on how to perform a search, see “Searching for Objects” later in this chapter.

## Help

Web Interface Help answers questions related to the ActiveRoles Server Web Interface, and helps users to complete tasks with the Web Interface.

## User Interface Overview

The Web Interface provides a number of features to lower the level of expertise needed to perform administrative tasks. The following figure provides a brief overview of the user interface components.



### Navigation Bar

Use this area to navigate through administrative tasks supported by the Web Interface. The Navigation Bar includes these items:

- **Home.** Displays the Web Interface home page.
- **Directory Management.** Lets you perform management tasks on Managed Units.
- **Approval.** Currently not in use.
- **Settings.** Lets you view or modify settings that control the display of the Web Interface.
- **Help.** Provides access to Web Interface Help.



## Path to Focus Object

Identifies the directory path to the object you are administering. Click the name of any object in the path to display the Command Menu for that object.

## Focus Object

Displays the name of the object you are administering. An icon next to the object name identifies the object type.

## Command Menu

Displays a list of commands relating to the object you are administering. If the Tree View is displayed in place of the Command Menu, click the **MENU** tab to access the Command Menu area.

**NOTE:** *Your server permissions determine which commands are available. The Command Menu only includes the commands for which you have sufficient permissions defined on the selected object. Administrators can customize the Command Menu by adding and removing commands.*

## Drop-down Command Menu

Duplicates the list of commands found in the Command Menu area. You can select commands from that list when the Tree View is displayed in place of the Command Menu.

## Tree View

Click the TREE tab to display the Tree View in place of the Command Menu. Intended for locating directory data, this view allows you to navigate through hierarchical structures of data containers, making the location of the data easily discoverable.

## How Do I

Describes the selected command and explains how to use it. Another form of user assistance is ToolTips. A ToolTip provides additional help about a particular interface element, such as a text box, check box, or button. A ToolTip is displayed when you point to an interface element.

## Quick Search

Allows you to search for objects whose names begin with the letters you type. Quick Search searches all domains registered with ActiveRoles Server (managed domains).

## List of Objects

Displays a list of objects in the directory folder you have selected. In the list, click an object to display the Command Menu for that object.

*The Web Interface only lists the objects you are permitted to administer with ActiveRoles Server.*

## Filter Bar

Lets you filter object lists by the value of an object property. For information on how to filter object lists, see “Sorting and Filtering Lists of Objects” later in this chapter.

## Change View

Lets you add and remove columns in object lists. For information on how to choose columns, see “Choosing Columns in Lists of Objects” later in this chapter.

- **Filter On/Off.** Lets you toggle the Filter Bar on/off.
- **Choose Columns.** Allow you to add or remove columns from the list. For more information, see “Choosing Columns in Lists of Objects” later in this chapter.
- **Show All Objects.** If a filter is applied using the Filter Bar, turns the filter off so as to display all items found in the list.
- **Save to File.** Saves the list of search results to a file.

The following picture gives an overview of additional interface elements used to carry out commands, such as the **Properties** command.

The screenshot displays the Quest One ActiveRoles web interface. On the left, a sidebar contains navigation links: Deprovision, Rename, Member Of, Change History, User Activity, General Properties (highlighted), Exchange Properties, and Managed Resources. Below these is a 'How Do I' section with a link to 'View or modify general properties, such as display name, telephone number and e-mail, of the user account you have selected.' The main area shows the 'General Properties' command page for user 'ARSlinked1@Test'. This page has a 'TREE' menu on the left with tabs: General, Address, Account, Telephones, Organization, Managed by, and Object. The 'General' tab is active, showing fields for First name, Last name, Initials, \*Display name, Description, Office, Telephone number, Other telephone numbers, E-Mail, Web page, and Other web pages. At the bottom, there are 'Save' and 'Exit' buttons. Annotations 'Tabs' and 'Command Page' point to the 'General' tab and the main form area, respectively.

## Tabs

Click a tab to view and modify a group of object properties.

## Command Page

Lets you supply information required to carry out the command. To apply the changes you have made in the Command Page area, click the **Save** button.

# Changing View

## Sorting and Filtering Lists of Objects

The Web Interface allows you to filter and sort object lists to simplify searching for objects. You can also save object lists to a file.

### *To sort a list of objects by name*

Click the **Name** column heading once or twice to sort the object list by name in ascending or descending order. An arrow next to the **Name** heading indicates the sort order.

You can sort object lists by any indexed property. The columns headings for such properties are underlined. Click any underlined heading to change the sort order. For information on how to add columns or remove, see “Choosing Columns in Lists of Objects” later in this chapter.

### *To filter a list of objects*

1. Point to the arrow on the left of the **Name** column heading, and then click **Filter On** to display the Filter bar.
2. In the text box under a column heading, type a few characters, and then press ENTER.

As a result, the list only includes objects that match the filtering criteria. For example, when you fill in the box under the **Name** column heading, the list only includes objects whose names begin with the characters you typed.

Note: Filtering object lists by object type requires that the object type be fully specified in the **Type** filter box. For example, to display all contacts, you must specify “contact”, not “cont” or “cont\*\*”.

You can hide the Filter bar by pointing to the arrow next to the **Name** column heading, and then clicking **Filter Off**.

### *To save a list of objects to a file*

1. Point to the arrow on the left of the **Name** column heading, and then click **Save to File**.
2. In the **File Download** dialog box, click **Save**. In the **Save As** dialog box specify file's path and name, and click **OK**. By default, the object list is saved to the report.csv file.

## Choosing Columns in Lists of Objects

### *To display or hide columns in a list of objects*

1. Point to the arrow on the left of the **Name** column heading, and then click **Choose Columns**.

2. To display a column for a certain property of an object type, select the object type (e.g. User, Group...), then click the property name in the **Hidden Columns** list, and then click **Add**.
3. To hide a column for a certain property, click the property name in the **Displayed Columns** list, and then click **Remove**.

## Searching for Objects

### Quick Search

The Web Interface supports a quick search for objects.

#### *To perform a quick search*

In **Quick Search**, type a few characters, and then press ENTER.

*The Web Interface searches for objects whose names begin with the characters you typed, and displays a list of search results.*

Quick Search searches all the ActiveRoles Server managed domains regardless of which object you are currently managing.

In the search results list, when you click a leaf object such as a user or group, the Web Interface displays the form to view and modify object properties.

In the search results list, when you click a container object such as an Organizational Unit, the Web Interface displays a list of objects in that container.

The search results list only includes objects for which you have permissions defined in ActiveRoles Server.

## Basic Search

The Web Interface includes search pages to locate objects of a certain type. The following picture shows the **Search for Users, Groups, and Computers** page in Basic Search mode.

The screenshot displays the Quest One ActiveRoles web interface. On the left is a navigation pane with a 'TREE' and 'MENU' section. The 'Users, Groups, and Contacts' category is selected, showing a list of sub-items: Users, Contacts, Groups, AD LDS Users, AD LDS Groups, AD LDS Proxy Objects, Computers, Printers, Shared Folders, Organizational Units, and Custom Search. The main content area has a search bar at the top with a magnifying glass icon and a dropdown menu set to '-> Users, Groups, and Contacts'. Below this are two tabs: 'Basic' (selected) and 'Advanced'. The 'Basic' tab contains 'Search Options' with a 'Find in:' dropdown set to 'XX - Test OU' and a 'Browse...' button. There are also input fields for 'Name:' and 'Description:'. At the bottom of the search options are 'Search' and 'Clear All' buttons.

### To perform a Basic Search

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Search Category area, click the type of objects for which you want to search.
3. Next to the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit you want to search.
4. Use the text and check boxes on the **Basic Search** tab to specify your search criteria.
5. Click **Search**.

*The search results list is displayed at the bottom of the page.  
You can hide or display the Search Options area by clicking **SearchOptions**.*

In the search results list, you can do the following:

- Click a leaf object such as a user or group, to display the page to view and modify object properties.

- Click a container object such as an Organizational Unit, to view a list of objects that are in that container.
- Click the **Name** column heading to change the sort order of the listed objects.
- Add and remove columns to be displayed (see “Choosing Columns in Lists of Objects” earlier in this chapter).
- Set a filter to display only the objects you need (see “Sorting and Filtering Lists of Objects” earlier in this chapter).
- Click the page numbers at the bottom of the list to display additional pages whenever the entire list of items does not fit in one page.

## Advanced Search

In Advanced Search mode, the Web Interface retains all the characteristics of Basic Search mode. In addition, Advanced Search mode allows you to search for objects by additional properties.

### *To perform an Advanced Search*

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Search Category area, click the type of objects to search for.
3. In the Search Mode area, click the **Advanced** tab.
4. Next to the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit to search.
5. From the **Field** list, select the object property by which you want to search.
6. From the **Condition** list, select an operator to further define the search.
7. In the **Value** box, type the variable to use.
8. Click **Add**.
9. Repeat Steps 4–8 until you have entered all the search criteria.
10. Click **AND** or **OR**, depending on whether you want to find objects that match all the search criteria or at least one of them.
11. Click **Search**.

*The search results list is displayed at the bottom of the page.*

*You can hide or display the Search Options area by clicking **Search Options**.*

## Custom Search

The Web Interface also provides a powerful Custom Search, which combines search criteria for different objects into one search query, and enables an Advanced Search using an LDAP query.

### *To perform a Basic Custom Search*

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Search Category area, click **Custom Search**.
3. Next to the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit to search.
4. Next to the **Field** label, click the type of objects you want to search for, and then, from the list next to the object type label, select the object property by which you want to search.
5. From the **Condition** list, select an operator to further define the search.
6. In the **Value** box, type the variable to use.
7. Click **Add**.
8. Repeat Steps 3–7 until you have entered all the search criteria.
9. Click **AND** or **OR** depending on whether you want to find objects that match all the search criteria or at least one of them.
10. Click **Search**.

*The search results list is displayed at the bottom of the page.*

### *To perform an Advanced Custom Search*

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Search Category area, click **Custom Search**.
3. Click the **Advanced** tab.
4. Next to the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit to search.
5. In the **Enter LDAP query** box, type a query that meets the Lightweight Directory Access Protocol (LDAP) standard.
6. *For example, to find an object by name, type (cn=<name>), where <name> is the object's common name.*



7. Click **Search**.

*The search results list is displayed at the bottom of the page.*

The Search Results list only includes the objects for which you have permissions defined in ActiveRoles Server.

# Chapter 3: Performing Management Tasks

## Managing Active Directory Objects

A user's ability to perform a certain management task depends on the permissions granted to the user's account, and on the customization of the Web Interface. The general procedure for performing an administrative task is as follows.

### *To perform a management task*

1. Open your Web browser and connect to the Web Interface.
2. On the Web Interface home page, click **Directory Management/Active Directory**.

*This displays the Active Directory domains to which your account has permissions assigned for administration.*

3. Click on the Rf01 domain, Exchange Mailbox Customer then your department Organizational Unit (OU), and then select the Linked Mailboxes, Resource Mailboxes or Groups OU depending upon what type of Exchange object you will be creating or managing.
4. In the List of Objects area, click the particular command to create that object in the OTech Rf01 Exchange Mailbox domain.

In the List of Objects area, clicking a leaf object such as a user or group displays a page to view or modify object properties; clicking a container object such as a domain or Organizational Unit displays a list of objects in that container.

5. In the Command Menu area, click the command you want to use.
6. Complete the operation. For information about the command you select, see Command Help beneath the Command Menu.

When performing management tasks, the Web Interface supplements and restricts the user input based on administrative policies and permissions defined in ActiveRoles Server. The Web Interface displays property values generated according to the policies, and prohibits the input of data that breaks the policy constraints. Thus, the Web Interface exhibits the following behavior:

- If a policy requires that a value be specified for a certain property (required property), that property is marked with an asterisk (\*).
- If a policy affects a certain property, then the special icon is displayed next to the field for that property. Click the icon to display policy information, which you can use to enter an acceptable value.
- When you specify a property value that breaks policy constraints and click **Finish** or **Apply**, an error message is displayed. If you are creating an object, click **Back** to return to the page with incorrect values and examine the error message. Then, correct your input for the Web Interface to accept the value. If you are modifying an object, examine

the error message and correct your input.

- The forms used for creation of an object must include the fields to specify all required properties. Otherwise, the Web Interface fails to create the object.
- The forms used for object modification display only the values of properties for which you have Read permission. Likewise, these forms only allow you to modify a property value if you have Write permission for that property.

*Note: If you do not have permission to modify a certain property, the Web Interface dims out the field for that property and prevents you from modifying the property.*

- The Command Menu only includes the commands that you are permitted to use. The List of Objects and Search Results areas only display objects for which you have permissions defined in ActiveRoles Server.

***These permissions are defined as Access Roles, which are defined in the next section.***

## Definition of Access Roles

The role defined for OTech customers is **Remote Admin**.

### Remote Administration (Rf01)

This role is assigned to top-level administrators for each Department OU (Organizational Unit).

**Remote Admin** can perform the following tasks:

- Users - Create Mailbox accounts
- Users – Deprovision Mailbox accounts
- Users – Delete Mailbox accounts
- Users – Modify Mailbox account personal data
- Users – Read/Write Account Name (UPN Prefix)
- Users – Read/Write sAMAccountName
- Users – Read/Write Logon Name
- Users – Read/Write Display Name
- Contacts – Create Mail-enabled Contact
- Contacts – Delete Mail-enabled Contact
- Groups – Full Control
- Exchange – Manage Mailbox account E-mail addresses
- Exchange - Manage Contacts E-mail addresses
- Exchange – Read/Write Custom Attributes
- Exchange – Read/Write Forwarding Address
- Exchange – Read/Write Mailbox Storage Limits
- Exchange – Read/Write Send on Behalf Permissions
- Users – Rename
- Users – Read/Write Organizational Information

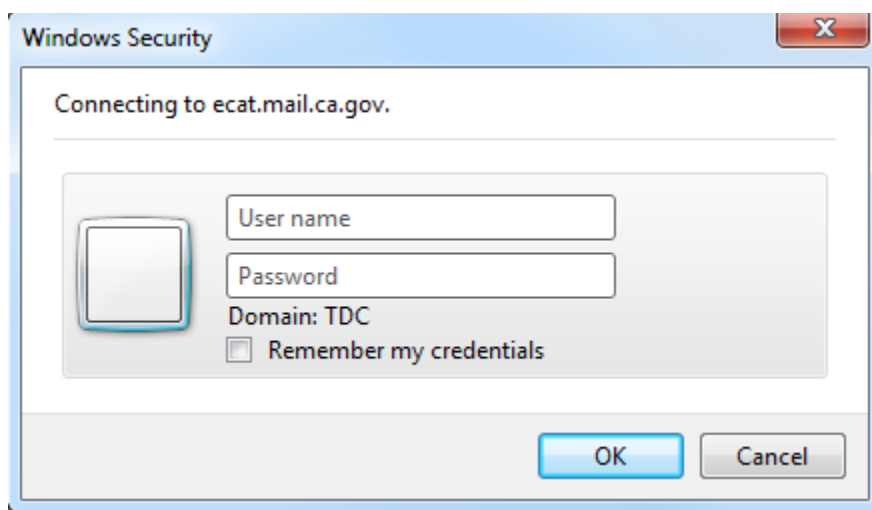
OTech ActiveRoles Server Administrators can customize the Web Interface by adding and removing commands, and modifying forms associated with commands.

A list of Active Directory domains that can be administered with the Web Interface is part of the ActiveRoles Server configuration. (Such domains are referred to as *managed domains*.) For a domain to belong to that list, the domain must be registered with ActiveRoles Server. Administrators can register domains using the ActiveRoles Server console.

## Logon Instructions for ECAT (Exchange Customer Administration Tool)

1. Start Microsoft Internet Explorer
2. In the Address field, type **https://ECAT.mail.ca.gov/Admin**
3. Press **ENTER**

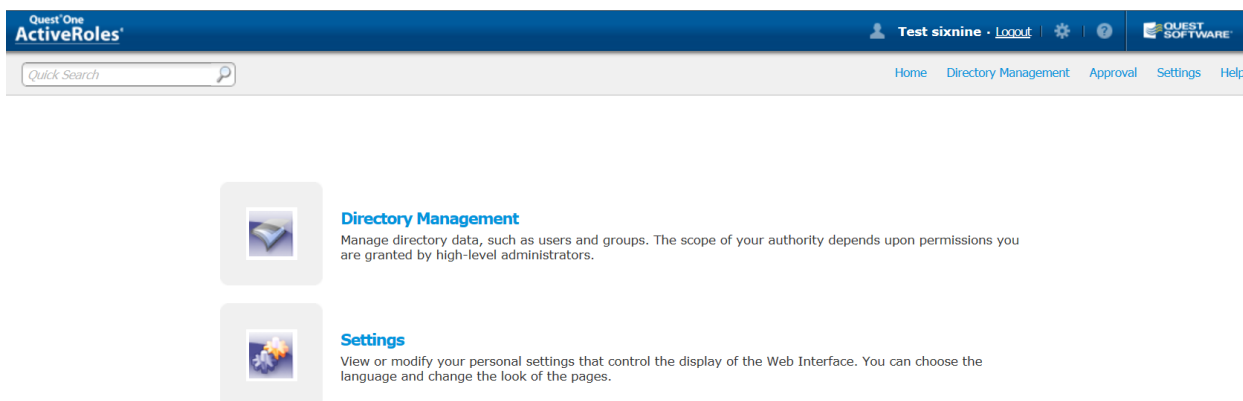
You will be prompted by the following login screen:



4. Type login information  
**User name:** Rf01\xAdmFirstInitialLastname  
**Password:** (Provided by CIO Tech Admins upon request)
5. Click **OK**

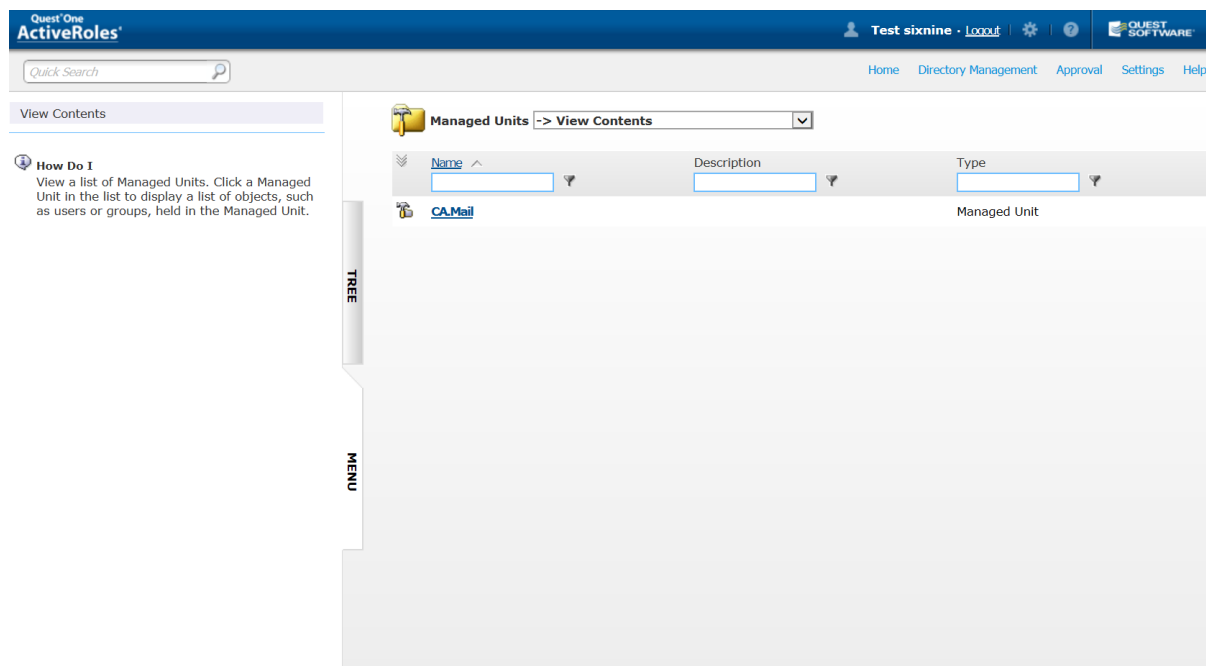
The Web Interface home page will display similar to the following figure:

Select **Directory Management** to perform all administration functions.

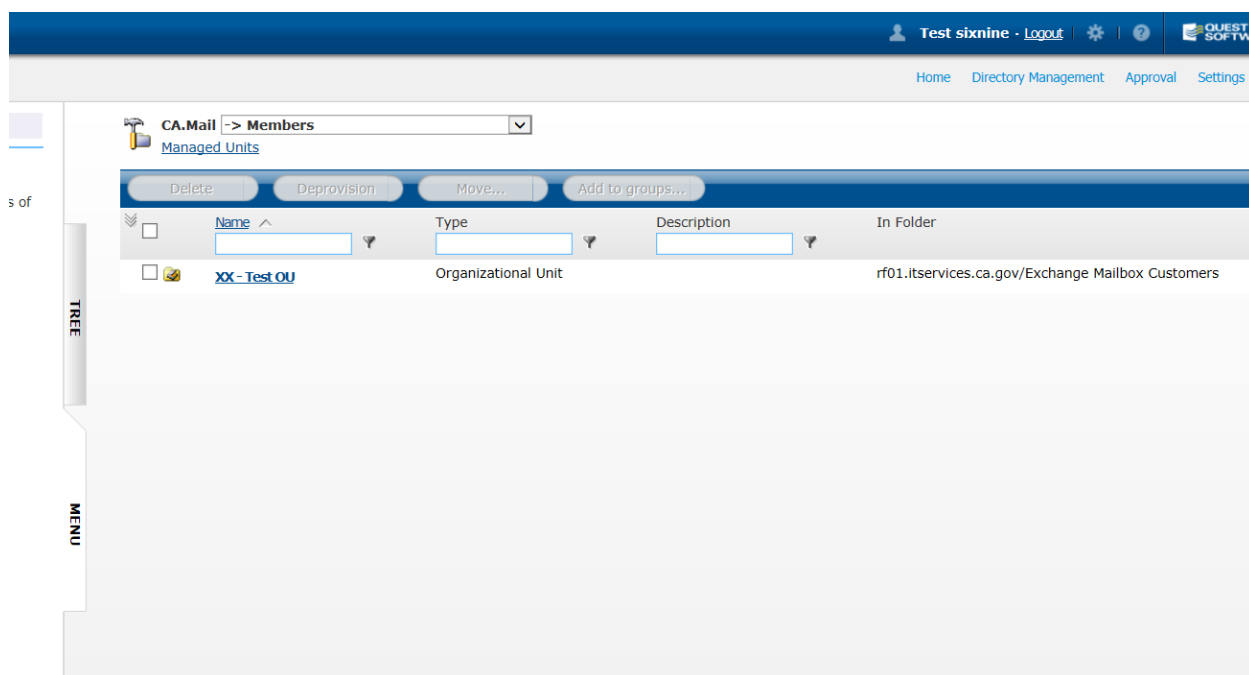


## Create a New User Mailbox (Linked Mailbox)

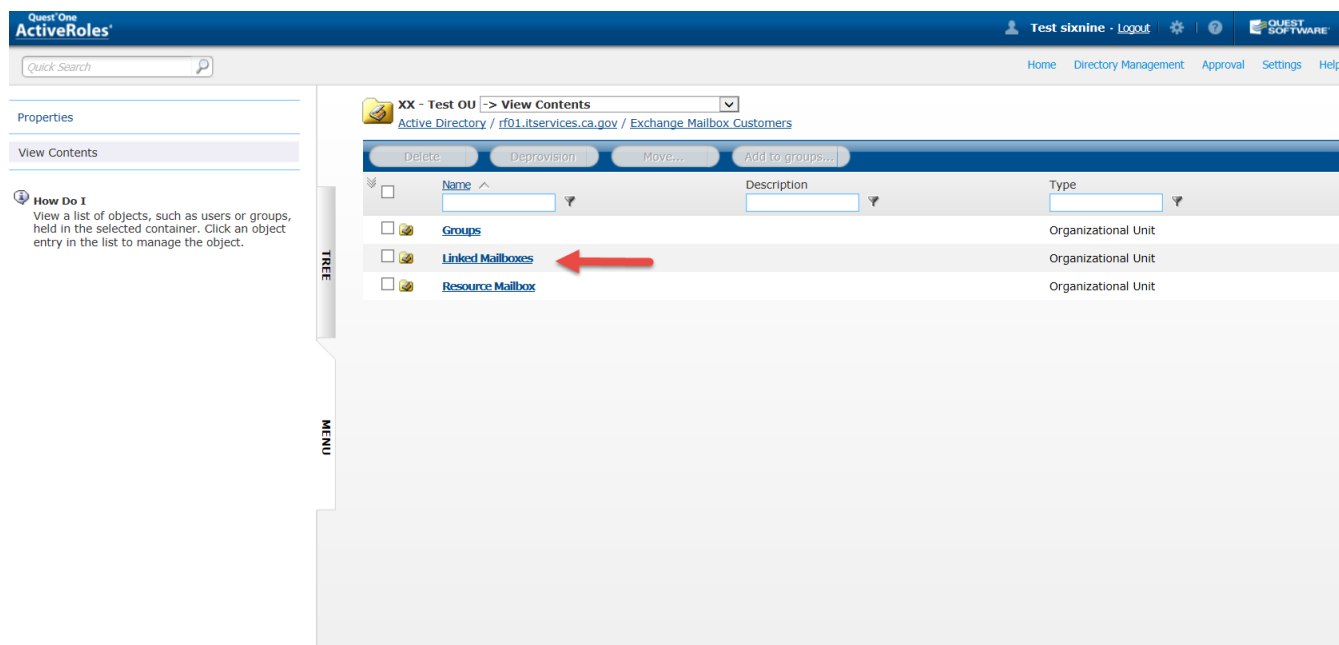
From the Managed Units web screen, select the **CA.Mail** container which is in the OTech domain where the Exchange mailbox accounts and objects reside.



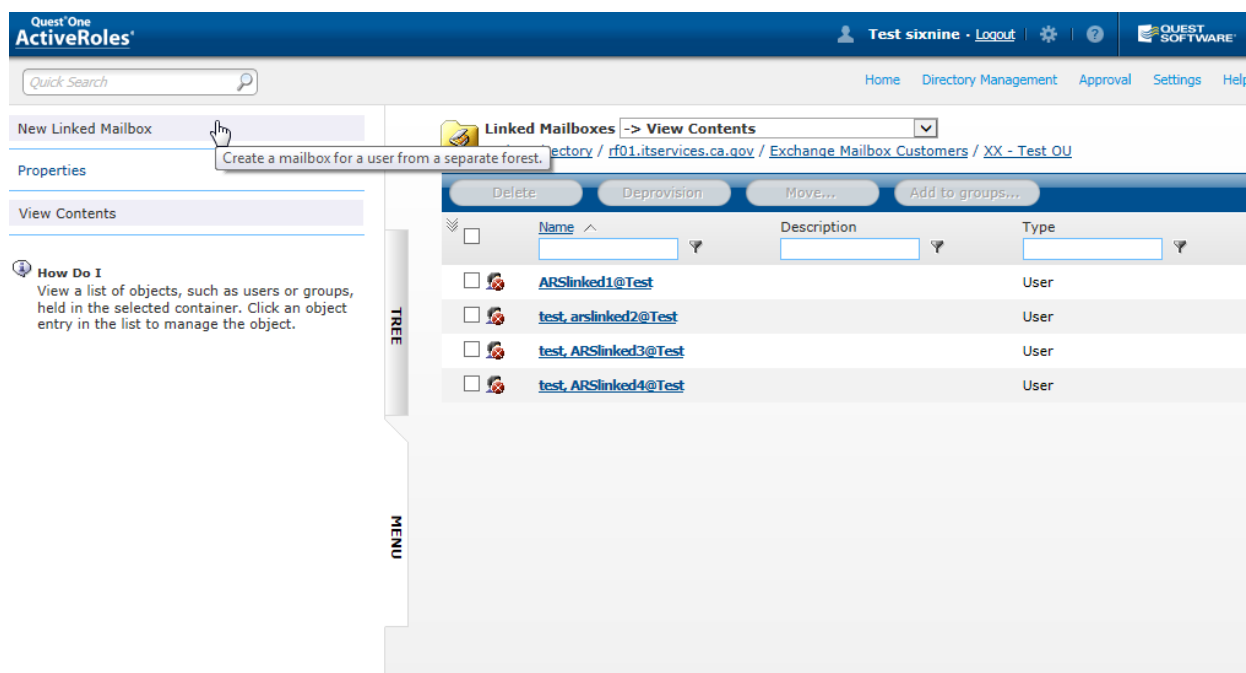
Select your departments Organizational Unit (OU)



Then click the **Linked Mailboxes** OU to start the process of creating a new user mailbox account.



From the Command Menu on the left side of the screen, select the **New Linked Mailbox** command.





Populate the fields for **First name:** and **Last name:** (**Middle Initial** may be used as needed for a tiebreaker in the probability of duplicates).

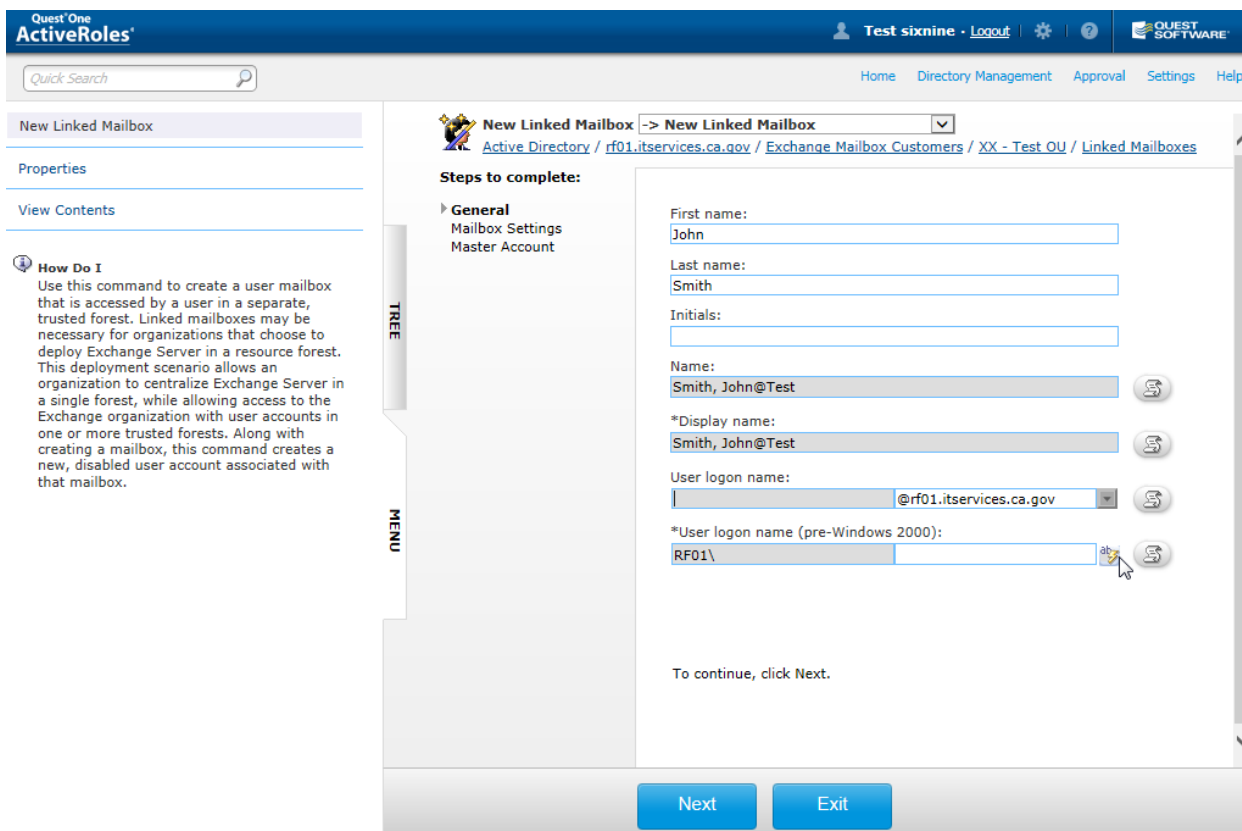
**IMPORTANT:** OTech ECAT policies auto-populate these fields: **Name**, **Display name** and **Department**

**Name:** – This field is used to populate the AD object name and the Display name which shows in the Global address List. (e.g., Lastname, Firstname@*Department*).

**Department:** – This field is used by OTech for billing and configuring address lists views within the Global address list.

**Mailbox Alias and User-logon names:** – ECAT scripts auto generate these fields for uniqueness in the Exchange Resource Forest (Rf01).  
(e.g., DepartmentFirstnameLastname, DepartmentFirstnameMiddleInitialLastname, or if no Middle Initial, then DepartmentFirstInitialLastname)

Select the Icon  to Auto Generate the **User logon name:** and **\*User logon name (pre-Windows 2000):**:



Quest One  
ActiveRoles

Quick Search

Home Directory Management Approval Settings Help

New Linked Mailbox

Properties

View Contents

**How Do I**  
Use this command to create a user mailbox that is accessed by a user in a separate, trusted forest. Linked mailboxes may be necessary for organizations that choose to deploy Exchange Server in a resource forest. This deployment scenario allows an organization to centralize Exchange Server in a single forest, while allowing access to the Exchange organization with user accounts in one or more trusted forests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Steps to complete:**

**General**  
Mailbox Settings  
Master Account

First name:  
John

Last name:  
Smith

Initials:

Name:  
Smith, John@Test

\*Display name:  
Smith, John@Test

User logon name:  
@rf01.itservices.ca.gov

\*User logon name (pre-Windows 2000):  
RF01\

To continue, click Next.

Next Exit

Then click **Next**.

\*Display name:  
Smith, John@Test

User login name:  
TestJohnSmith @rf01.itservices.ca.gov

\*User login name (pre-Windows 2000):  
RF01\ TestJohnSmith

To continue, click Next.

Next Exit

Then click **Next** again to bypass the **Mailbox Settings** screen.

Quest One  
ActiveRoles

Quick Search

Home Directory Management Approval Settings Help

New Linked Mailbox

Properties

View Contents

**How Do I**  
Use this command to create a user mailbox that is accessed by a user in a separate, trusted forest. Linked mailboxes may be necessary for organizations that choose to deploy Exchange Server in a resource forest. This deployment scenario allows an organization to centralize Exchange Server in a single forest, while allowing access to the Exchange organization with user accounts in one or more trusted forests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Steps to complete:**  
General  
Mailbox Settings  
Master Account

Alias:  
TestJohnSmith

Mailbox database:  
test-db01 Browse...

Server: MRF01DAG7S04

To continue, click Next.

Back Next Exit

Click the **Change** button to browse for the user account in the customer domain that will be the **Master Account** (AEA – *Associated External Account*) for this mailbox.

Quest One  
**ActiveRoles**

Quick Search

Home Directory Management Approval Settings Help

Test sixnine • Logout

QUEST SOFTWARE

New Linked Mailbox

Properties

View Contents

**How Do I**  
Use this command to create a user mailbox that is accessed by a user in a separate, trusted forest. Linked mailboxes may be necessary for organizations that choose to deploy Exchange Server in a resource forest. This deployment scenario allows an organization to centralize Exchange Server in a single forest, while allowing access to the Exchange organization with user accounts in one or more trusted forests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Tree**

**Menu**

**New Linked Mailbox** -> New Linked Mailbox

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

**Steps to complete:**

General  
Mailbox Settings  
► **Master Account**

Select trusted forest or domain and master account for this linked mailbox.

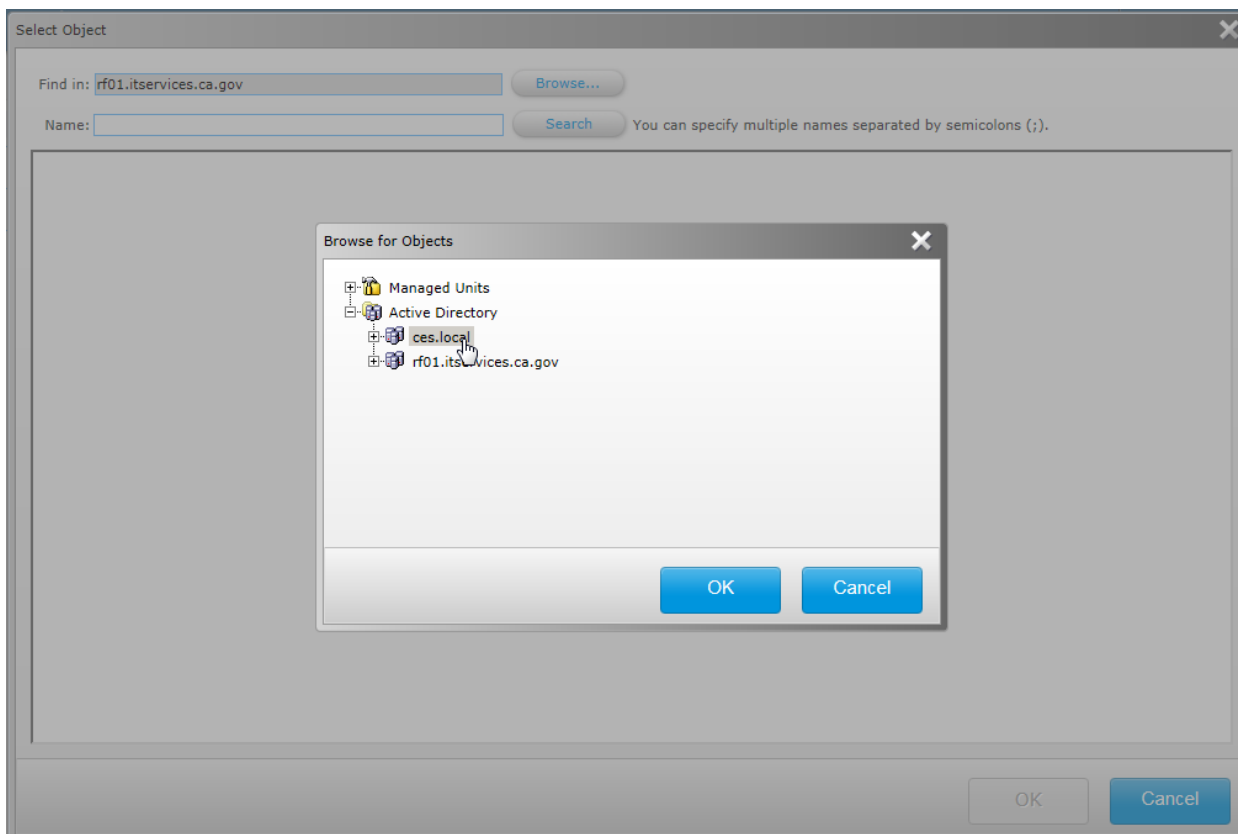
Linked master account:

Change. Clear Properties

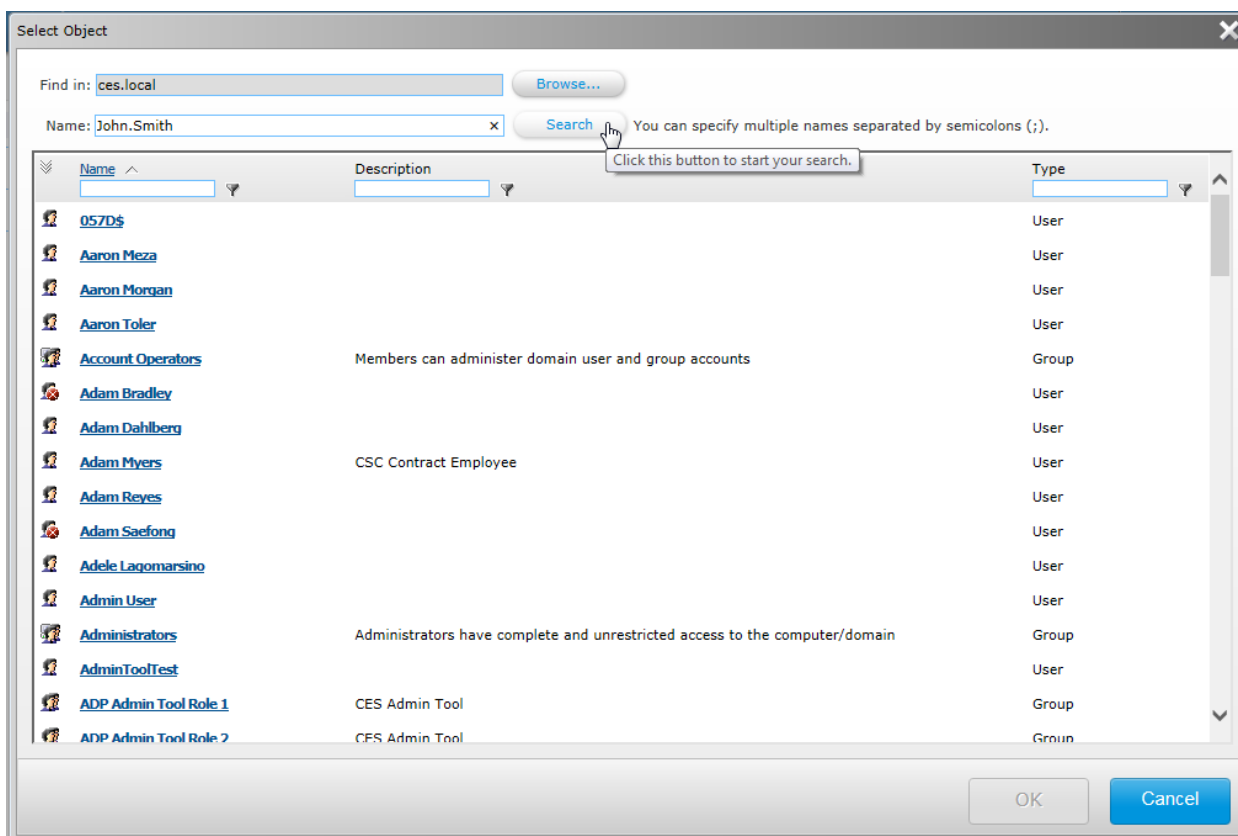
☒ Open properties for this object when I click Finish

To complete, click Finish.

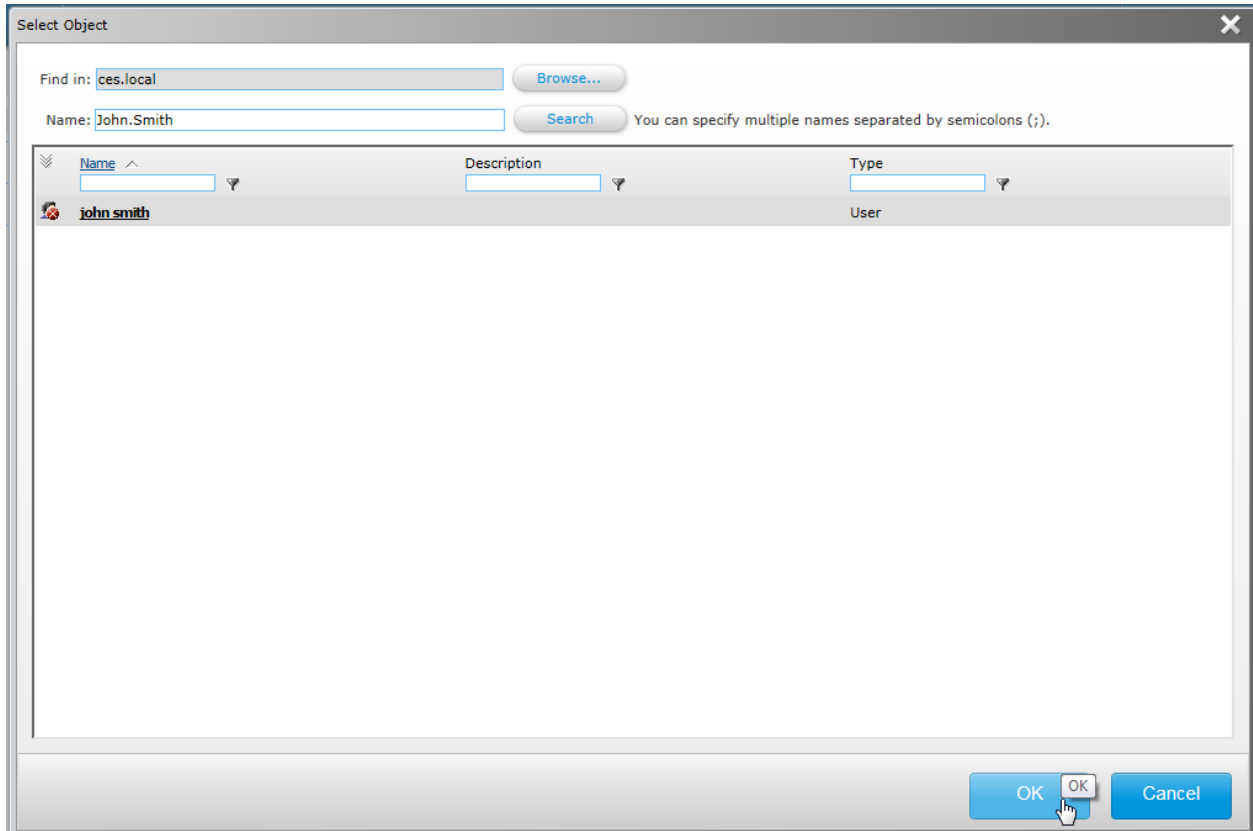
Click the **Browse** button, and then select your domain in the **Browse for Objects** window. This will populate the **Find in:** field to reflect the customer's domain.



Type the username of the new person in the **Name:** field and then select **Search**.



When the search results come back, select the username and then click **OK**.



This will then populate the **Linked master account** box with the user's domain authentication account as selected in the previous step.

Quest One  
ActiveRoles

Test sixnine - Logout

Home Directory Management Approval Settings Help

Quick Search

New Linked Mailbox

Properties

View Contents

**How Do I**  
Use this command to create a user mailbox that is accessed by a user in a separate, trusted forest. Linked mailboxes may be necessary for organizations that choose to deploy Exchange Server in a resource forest. This deployment scenario allows an organization to centralize Exchange Server in a single forest, while allowing access to the Exchange organization with user accounts in one or more trusted forests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Steps to complete:**

- General
- Mailbox Settings
- Master Account**

Select trusted forest or domain and master account for this linked mailbox.

Linked master account:  
john smith

Change... Clear Properties

☒ Open properties for this object when I click Finish

To complete, click Finish.

Back Finish Exit

Then click **Finish**.



Upon completion of creating the mailbox in the previous steps, the screen will display the **General Properties** of the new linked mailbox account for the new user.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile for 'Test sixnine', and links for Logout, Settings, and Help. A search bar is located on the left. The main content area is titled 'Smith, John@Test -> General Properties' and shows a breadcrumb trail: Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes. The left sidebar contains a 'TREE' menu with options: Deprovision, Rename, Member Of, Change History, User Activity, General Properties (selected), Exchange Properties, and Managed Resources. Below the menu is a 'How Do I' section with a link to view or modify general properties. The main form area has a 'MENU' on the left with tabs: General, Address, Account, Telephones, Organization, Managed by, and Object. The 'General' tab is active, showing fields for First name (John), Last name (Smith), Initials, \*Display name (Smith, John@Test), Description, Office, Telephone number, and E-Mail (John.Smith@XYZ.ca.gov). At the bottom right are 'Save' and 'Exit' buttons.

Fill in your department's required fields into each of the command page tabs—**General**, **Address**, **Organization**, etc. Then click the **SAVE** button, which will save all fields populated within the **General Properties** command page.

After clicking **SAVE** to the **General Properties** changes, select the **Exchange Properties** from the Command menu on left.

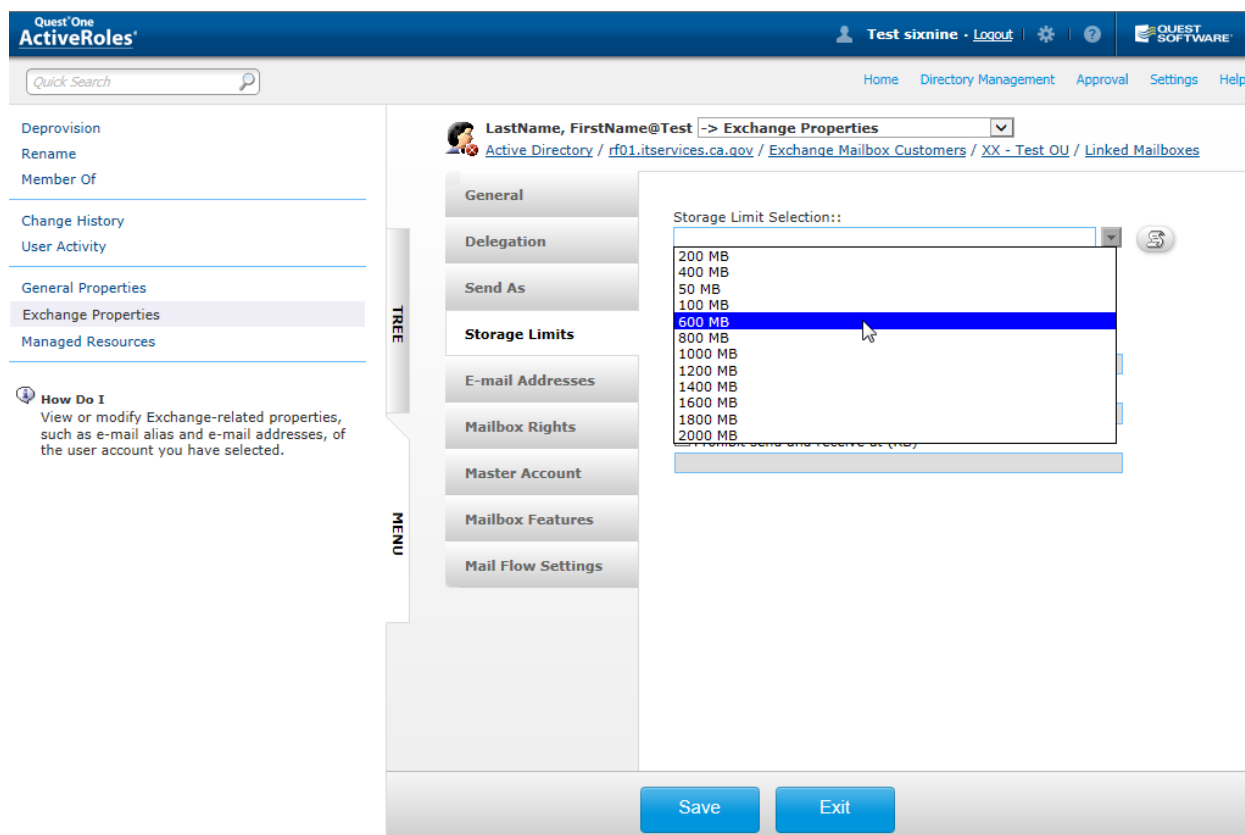
The **General** tab shows many helpful attributes of the user mailbox account.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile for 'Test sixnine', and links for Logout, Settings, and Help. A search bar is located below the navigation bar. The left sidebar contains a 'TREE' menu with options like Deprovision, Rename, Member Of, Change History, User Activity, General Properties (selected), Exchange Properties, and Managed Resources. Below the tree is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.' The main content area shows the 'Exchange Properties' for the user 'LastName, FirstName@Test'. The 'General' tab is selected, displaying various attributes: Mailbox type (Linked Mailbox), Organizational unit (rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU), Last logged on by, Total items, Size, Mailbox database (test-db01), Server (MRF01DAG7S04), Modified (Friday, February 05, 2016 8:03:51 AM), and Alias (TestFirstNameLastNam). There is a checkbox for 'Hide from Exchange address lists' and a 'Custom Attributes...' button. At the bottom, there are 'Save' and 'Exit' buttons.

## Setting the Storage Limit

To select the mailbox storage limits, click the **Storage Limits** tab.

Then from the **Storage Limit Selection:** box; use the drop-down to select the mailbox limit required for the new mailbox user.



Example: Select **600 MB**, then click **SAVE**.

Notice that ECAT configures the **Issue warning at (KB)** and **Prohibit send at (KB)** settings automatically and clears the check box for **Use mailbox store defaults**.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest Software logo, a user profile (Test sixnine), and links for Logout, Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area is divided into a left sidebar and a right pane. The sidebar contains a 'TREE' menu with options like Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties (selected), and Managed Resources. Below this is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.' The right pane shows a success message: 'The operation is successfully completed.' Below this is a breadcrumb trail: 'Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. The 'Exchange Properties' tab is active, showing a 'General' tab and a 'Storage Limits' tab. The 'Storage Limits' tab is selected, displaying the following settings: 'Storage Limit Selection::' set to '600 MB', 'Storage limits:' with a checkbox for 'Use mailbox database defaults' (unchecked), and 'When the mailbox size exceeds the indicated amount' with a checkbox for 'Issue warning at (KB)' (checked) and a text input field containing '552960'. Below this is a checkbox for 'Prohibit send at (KB)' (checked) and a text input field containing '614400'. At the bottom of the pane are 'Save' and 'Exit' buttons.

**E-mail Addresses** tab displays the **SMTP** address created by Exchange Recipient policies.

Quest One ActiveRoles

Test sixnine - Logout

Home Directory Management Approval Settings Help

Quick Search

Deprovision  
Rename  
Member Of

Change History  
User Activity

General Properties  
Exchange Properties  
Managed Resources

How Do I  
View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.

Tree

Menu

The operation is successfully completed.

LastName, FirstName@Test -> Exchange Properties

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

General  
Delegation  
Send As  
Storage Limits  
E-mail Addresses  
Mailbox Rights  
Master Account  
Mailbox Features  
Mail Flow Settings

E-mail addresses:

Type	Address
smtp	TestFirstNameLastNam@ces.mail.ca.gov
X400	C=US;A= ;P=CA;O=Exchange;S=LastName;G=FirstName;
SMTP	FirstName.LastName@XYZ.ca.gov

Add... Edit... Remove

Set as Reply

☒ Automatically update e-mail addresses based on e-mail address policy

Save Exit

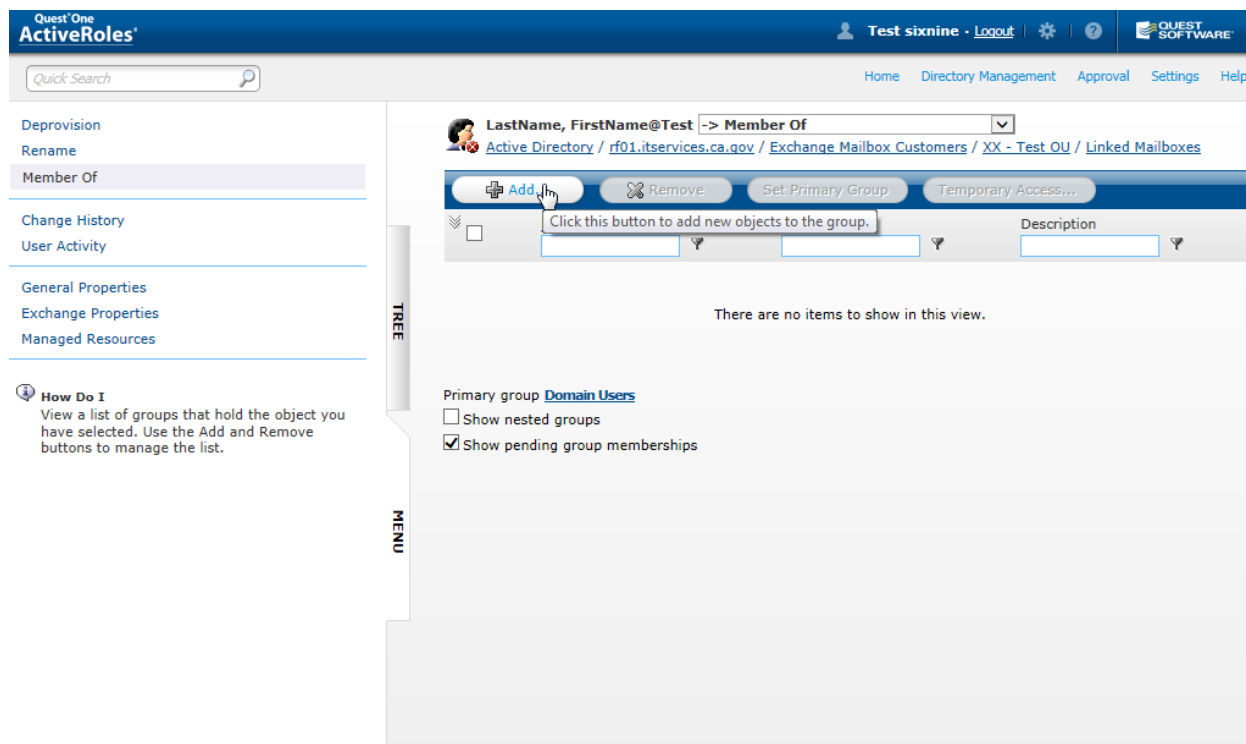
**\*\* Be sure to click the **SAVE** button once all **Exchange Properties** settings have been completed.**

## Adding to a Distribution List

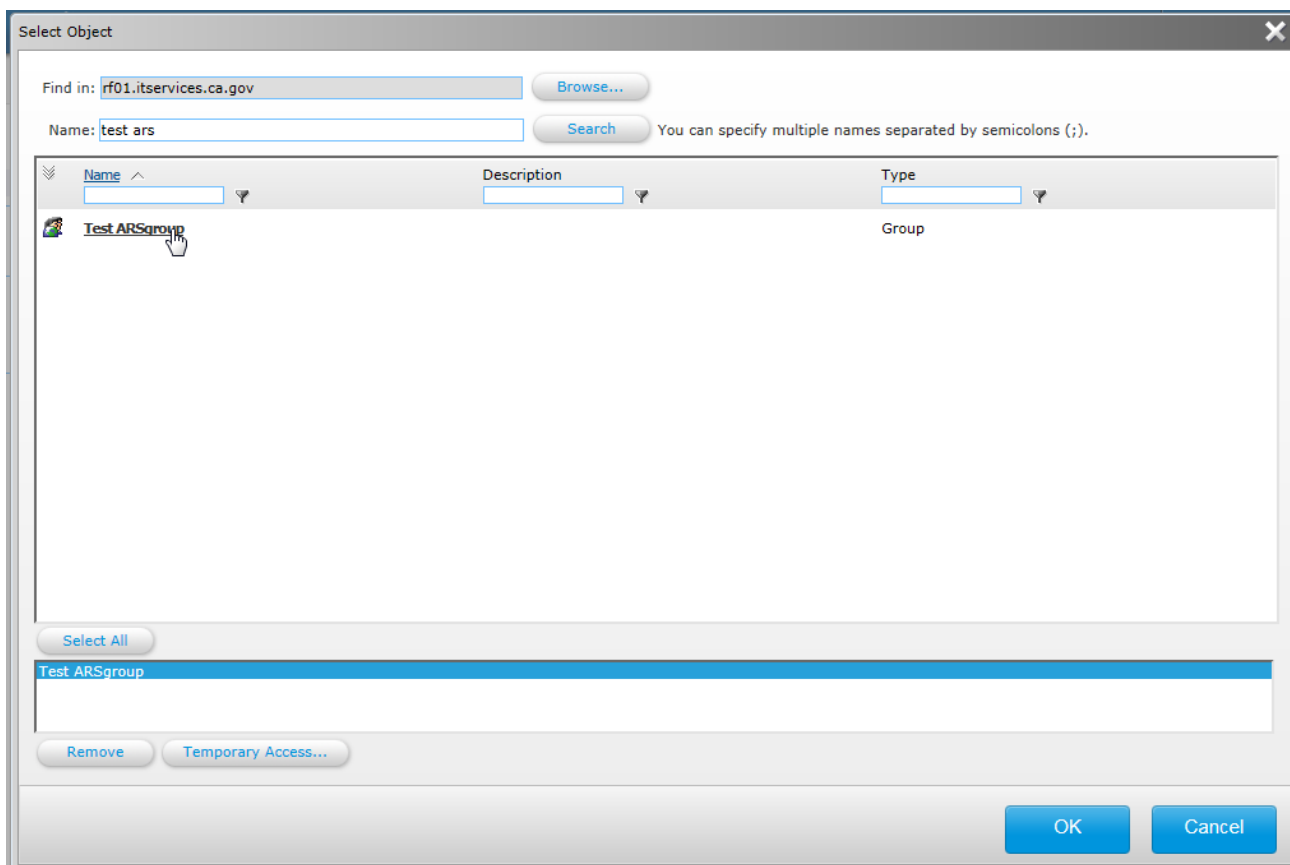
To add the new user's mailbox to Distribution Lists, select the **Member Of** command from the Command Menu on the left side of the screen.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest Software logo, a user profile for 'Test sixnine', and links for Home, Directory Management, Approval, Settings, and Help. A search bar is located below the navigation bar. The left sidebar contains a 'Command Menu' with options: Deprovision, Rename, Member Of (highlighted with a tooltip that reads 'Add or remove the object from groups'), Change History, User Activity, General Properties, Exchange Properties, and Managed Resources. The main content area shows the 'Exchange Properties' for a user named 'LastName, FirstName@Test'. The 'E-mail Addresses' section is expanded, showing a list of email addresses with columns for 'Type' and 'Address'. The addresses listed are: 'smtp TestFirstNameLastNam@ces.mail.ca.gov', 'X400 C=US;A= ;P=CA;O=Exchange;S=LastName;G=FirstName;', and 'SMTP FirstName.LastName@XYZ.ca.gov'. Below the list are buttons for 'Add...', 'Edit...', and 'Remove'. A checkbox labeled 'Automatically update e-mail addresses based on e-mail address policy' is checked. At the bottom of the interface are 'Save' and 'Exit' buttons.

Click the **Add** button.



Type part of the name of Distribution list in the **Name:** field, and then click the **Search** button. Select the distribution list from the list of results.



The selected distribution list will show at the bottom of screen.

**\*\* Repeat process until all needed Distribution Lists have been selected, then click **OK**.**



The screen will display the list of Distribution Groups this user is a member of.

The screenshot displays the ECAT Web Interface. On the left is a navigation pane with a 'TREE' label and a 'MENU' label. The 'Member Of' tab is selected. The main content area shows the user 'Smith, John@Test' with a dropdown menu set to 'Member Of'. Below this is a breadcrumb trail: 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. There are four buttons: 'Add...', 'Remove', 'Set Primary Group', and 'Temporary Access...'. Below these is a table with columns 'Name', 'Type', and 'Description'. The table contains one entry: 'Test ARSgroup' with type 'Group'. Below the table, it shows 'Primary group Domain Users' and two checkboxes: 'Show nested groups' (unchecked) and 'Show pending group memberships' (checked).

Deprovision  
Rename  
Member Of  
Change History  
User Activity  
General Properties  
Exchange Properties  
Managed Resources

**How Do I**  
View a list of groups that hold the object you have selected. Use the Add and Remove buttons to manage the list.

Smith, John@Test -> Member Of  
Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

Add... Remove Set Primary Group Temporary Access...

Name	Type	Description
Test ARSgroup	Group	

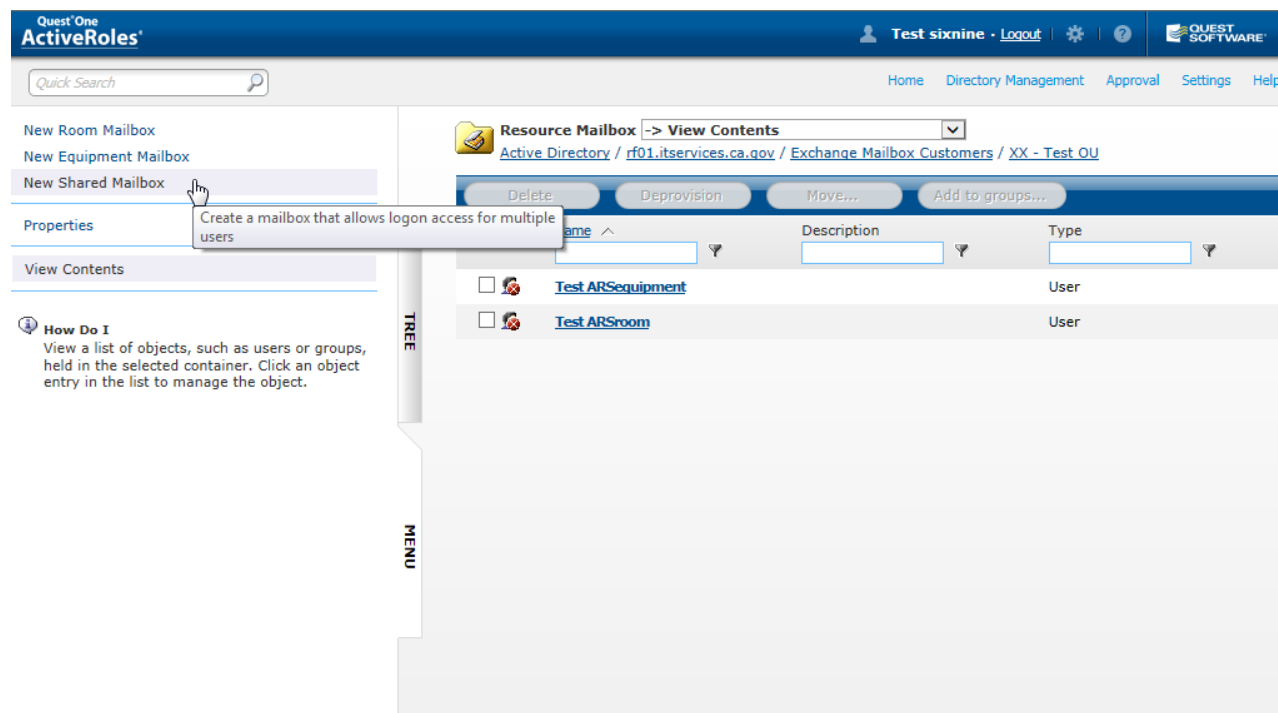
Primary group [Domain Users](#)  
☐ Show nested groups  
☒ Show pending group memberships

\*\*\* Create Linked Mailbox procedure completed. \*\*\*

## Create a New Shared Mailbox Account

In the left column, in the **Tree View**, expand down through the Managed Units/CA.Mail/'Department' (e.g., ETP)/Resource Mailboxes.

Then select the **New Shared Mailbox** command to start the process of creating a new shared mailbox account.



Populate the **First name:** field. ECAT policies will populate the **Name:** and **Display name:** fields to follow CA.Mail naming conventions for **Resource Mailboxes**. Then click **Next**.  
(Naming standards are reflected in the screen shot below.)

The screenshot shows the Quest One ActiveRoles web interface. The top navigation bar includes the Quest Software logo, a user profile for 'Test sixnine', and links for Logout, Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area is titled 'New Shared Mailbox' and shows a breadcrumb trail: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox. The 'Steps to complete:' section lists 'General', 'Mailbox Settings', and 'Mailbox Sharing'. The 'General' tab is active, showing fields for 'First name:' (ARS Shared), 'Name:' (Test ARS Shared), 'Display name:' (Test ARS Shared), 'User logon name:' (TestARSShared @rf01.itservices.ca.gov), and '\*User logon name (pre-Windows 2000):' (RF01\ TestARSShared). A message at the bottom says 'To continue, click Next.' At the bottom of the interface, there are three buttons: 'Next', 'Next' (with a tooltip), and 'Exit'.

Then click **Next**. The **Mailbox settings** step shows the **Alias:** and **Mailbox store or database:** of this mailbox and are set automatically through ECAT Policies.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and utility icons for settings and help. A secondary navigation bar contains links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A search bar is located on the left side of the top bar.

The left sidebar contains a 'TREE' menu with the following items: 'New Room Mailbox', 'New Equipment Mailbox', 'New Shared Mailbox' (highlighted), 'Properties', and 'View Contents'. Below this is a 'MENU' section with a 'How Do I' link and a description: 'Use this command to create a user mailbox that is configured to allow logon access for multiple users. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.'

The main content area is titled 'New Shared Mailbox' and shows a breadcrumb trail: 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox'. Under 'Steps to complete:', the 'Mailbox Settings' step is selected, with sub-steps 'General' and 'Mailbox Sharing'. The 'Mailbox Settings' section contains the following fields:

- Alias:** A text field containing 'TestARSShared' with a refresh icon to its right.
- Mailbox database:** A text field containing 'test-db01' with a 'Browse...' button and a refresh icon to its right.
- Server:** A label with the value 'MRF01DAG7S04'.

Below the fields, a message states: 'To continue, click Next.' At the bottom of the interface, there are three buttons: 'Back', 'Next', and 'Exit'.

At the **Mailbox Sharing** step, click the **Add** button to add the user(s) or group of users who will have logon access to this **Shared Mailbox**.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, user information (Test sixnine), and links for Logout, Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area is titled 'New Shared Mailbox' and shows the 'Mailbox Sharing' step. A table for 'Mailbox users' is present, with columns for Name, Description, and Type. Below the table are buttons for 'Add...', 'Remove', and 'Properties'. A checkbox labeled 'Open properties for this object when I click Finish' is checked. At the bottom, there are 'Back', 'Finish', and 'Exit' buttons.

Quest One  
**ActiveRoles**

Quick Search

Home Directory Management Approval Settings Help

New Room Mailbox  
New Equipment Mailbox  
New Shared Mailbox  
Properties  
View Contents

**How Do I**  
Use this command to create a user mailbox that is configured to allow logon access for multiple users. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Steps to complete:**  
General  
Mailbox Settings  
Mailbox Sharing

**New Shared Mailbox** -> New Shared Mailbox  
Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox

Add or remove users you want to have full access to this shared mailbox.

Mailbox users:

Name	Description	Type
------	-------------	------

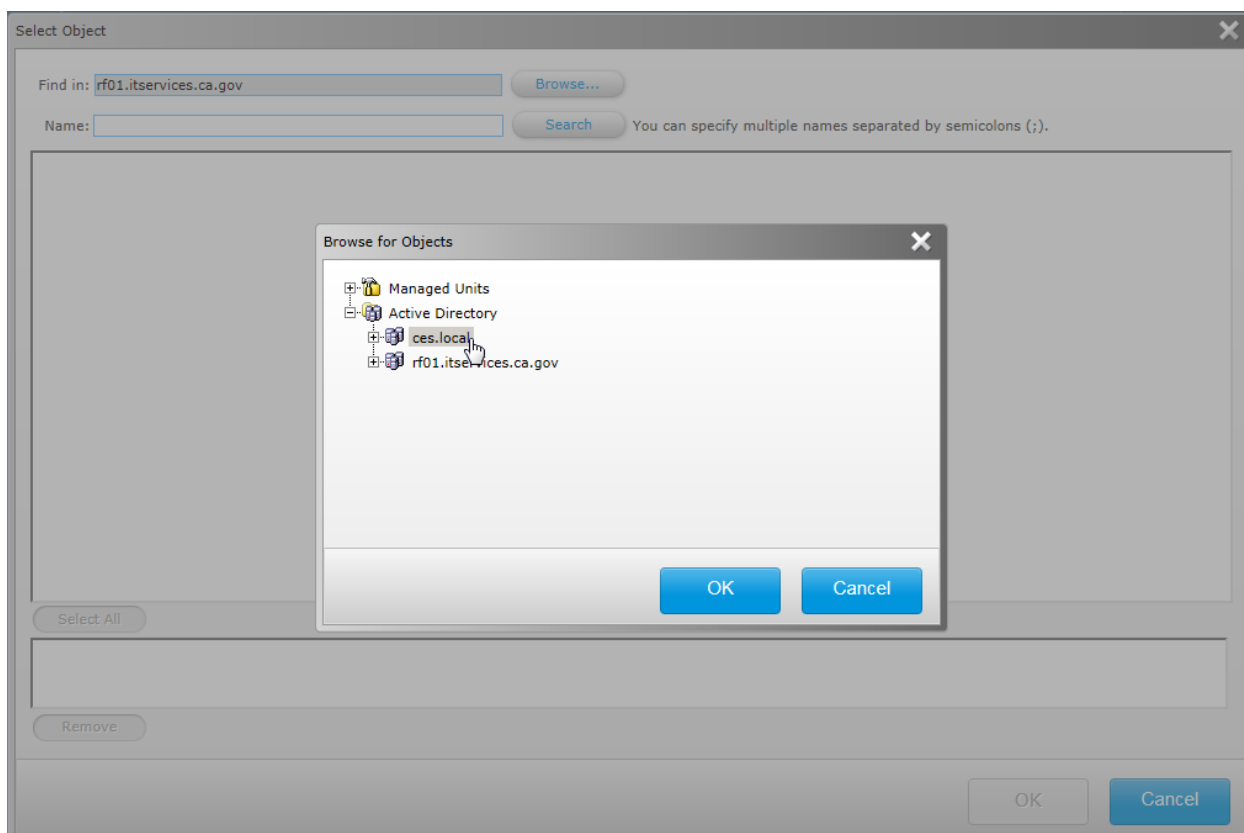
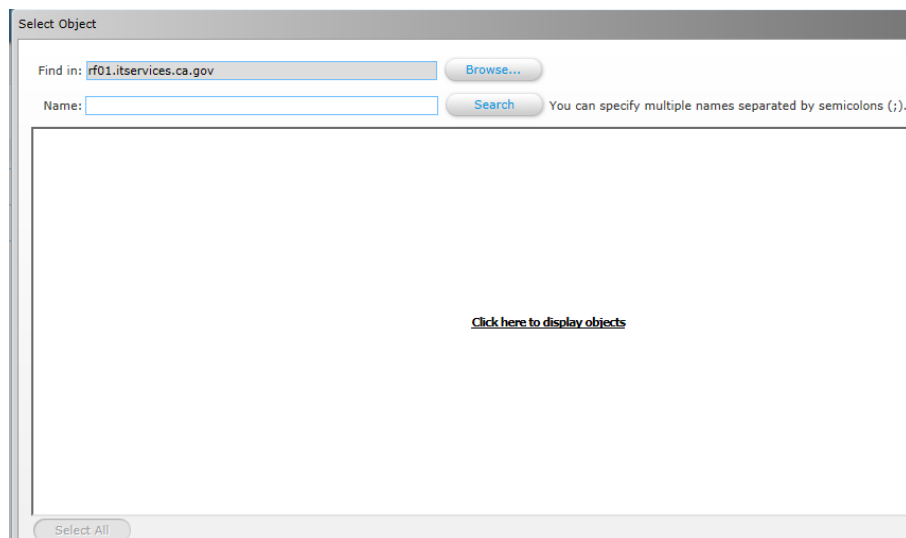
Add... Remove Properties

☒ Open properties for this object when I click Finish

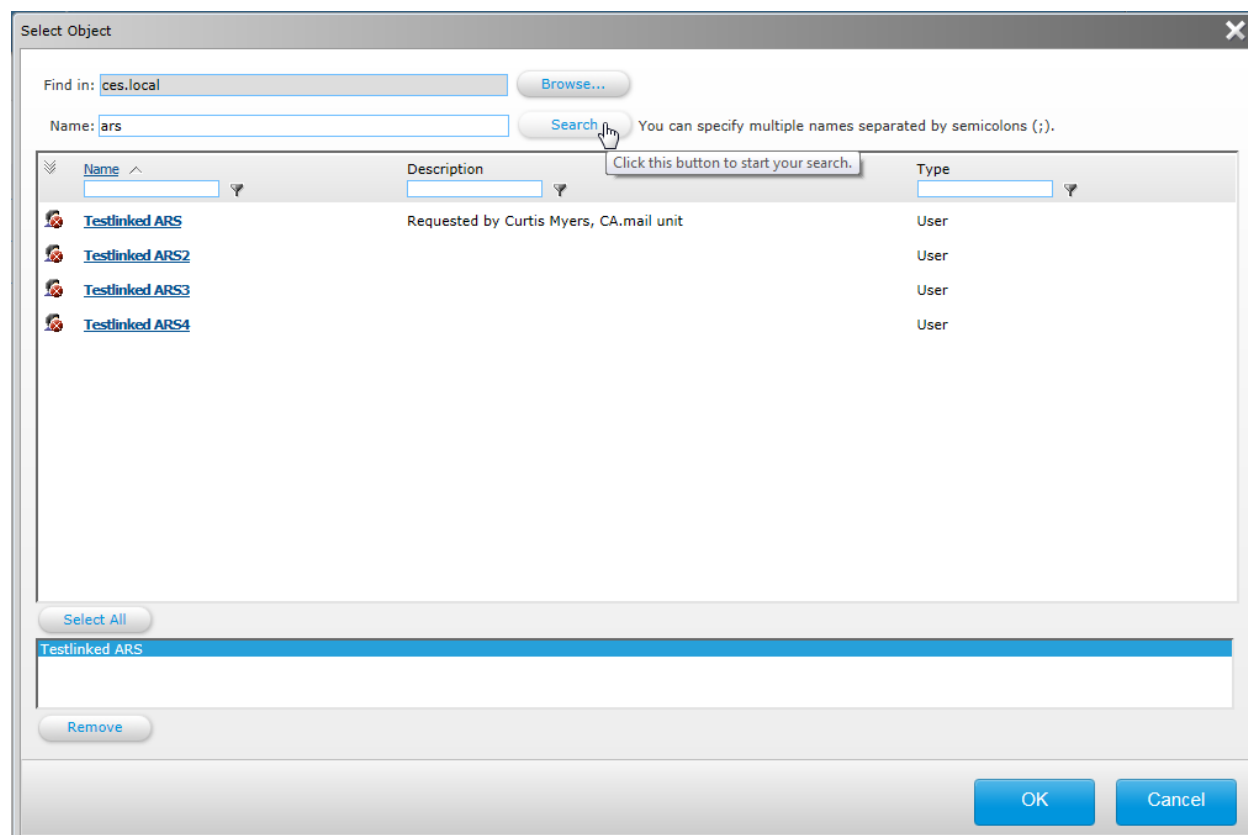
To complete, click Finish.

Back Finish Exit

Click the **Browse...** button and select your department's authentication domain (e.g., ces.local) to select the user(s) or group which will need the **allow logon access**.



Type the name of the user or group in the **Name:** box and then click the **Search** button.



From the search results window, click the user name. This will populate that user into the bottom portion of the window below. If you need to add more users with allow login access, type into the **Name:** field the next user's name and repeat the search process until done. Once completed with the selection process of all users or group who need this access, click the **OK** button.

**NOTE:** If there are many users who will need access to this shared mailbox, OTech strongly recommend you create a group in your authentication domain for ease of manageability.

The **Mailbox Sharing** step will now show the user(s) or group that has been granted full access to this shared mailbox. Then click **Finish** to complete the creation of the **Shared Mailbox**.

Quest One  
**ActiveRoles**

Quick Search

Home Directory Management Approval Settings Help

Test sixnine - Logout

QUEST SOFTWARE

New Room Mailbox  
New Equipment Mailbox  
New Shared Mailbox  
Properties  
View Contents

**How Do I**  
Use this command to create a user mailbox that is configured to allow logon access for multiple users. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

TREE

MENU

**New Shared Mailbox** -> New Shared Mailbox

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox

**Steps to complete:**

- General
- Mailbox Settings
- Mailbox Sharing

Add or remove users you want to have full access to this shared mailbox.

Mailbox users:

Name	Description	Type
Testlinked ARS2		User

Add... Remove Properties

☒ Open properties for this object when I click Finish

To complete, click Finish.

Back Finish Exit



Once completed, the screen will display the **General Properties**, **General** tab of the new **Shared Mailbox**.

Edit the fields of each tab (**General**, **Address**, or **Telephone**) as necessary for this mailbox. When finished with editing of the **General Properties**, click **Save**.

The screenshot displays the Quest One ActiveRoles web interface. At the top, the header includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the header.

On the left side, there is a 'TREE' menu with the following items: 'Deprovision', 'Rename', 'Member Of', 'Change History', 'User Activity', 'General Properties' (which is highlighted), 'Exchange Properties', and 'Managed Resources'. Below the tree menu is a 'MENU' section with a 'How Do I' icon and the text: 'View or modify general properties, such as display name, telephone number and e-mail, of the user account you have selected.'

The main content area shows a success message: 'The operation is successfully completed.' Below this, the breadcrumb path is 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox'. The 'General Properties' tab is selected, and the 'General' sub-tab is active. The form contains the following fields:

- First name:
- Last name:
- Initials:
- Display name:
- Description:
- Office:
- Telephone number:
- E-Mail:

At the bottom of the form, there are two buttons: 'Save' and 'Exit'.

Select the **Exchange Properties** to view or change any of the mailbox settings for this **Shared Mailbox**.

Tabs of particular importance are:

**Storage Limits** – set mailbox size through a drop-down selection, which auto-populates the **Issue warning & Prohibit send** for that size limit

**E-mail Addresses** – view all email addresses for this mailbox

**Advanced** – hide the mailbox from the GAL (Global Address List)

**Mailbox Sharing** – to grant other users allow logon access to this mailbox

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and several icons. Below the navigation bar is a 'Quick Search' field and a set of links: Home, Directory Management, Approval, Settings, and Help.

The left sidebar contains a 'TREE' menu with the following items: Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties (highlighted), and Managed Resources. Below this is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.'

The main content area is titled 'Test ARS Shared' and shows the 'Exchange Properties' tab. The breadcrumb trail is: Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox. A vertical 'TREE' menu on the left lists: General, Delegation, Send As, Storage Limits, E-mail Addresses, Mailbox Rights, Mailbox Sharing, Mailbox Features, and Mail Flow Settings.

The 'General' tab is active, displaying the following fields:

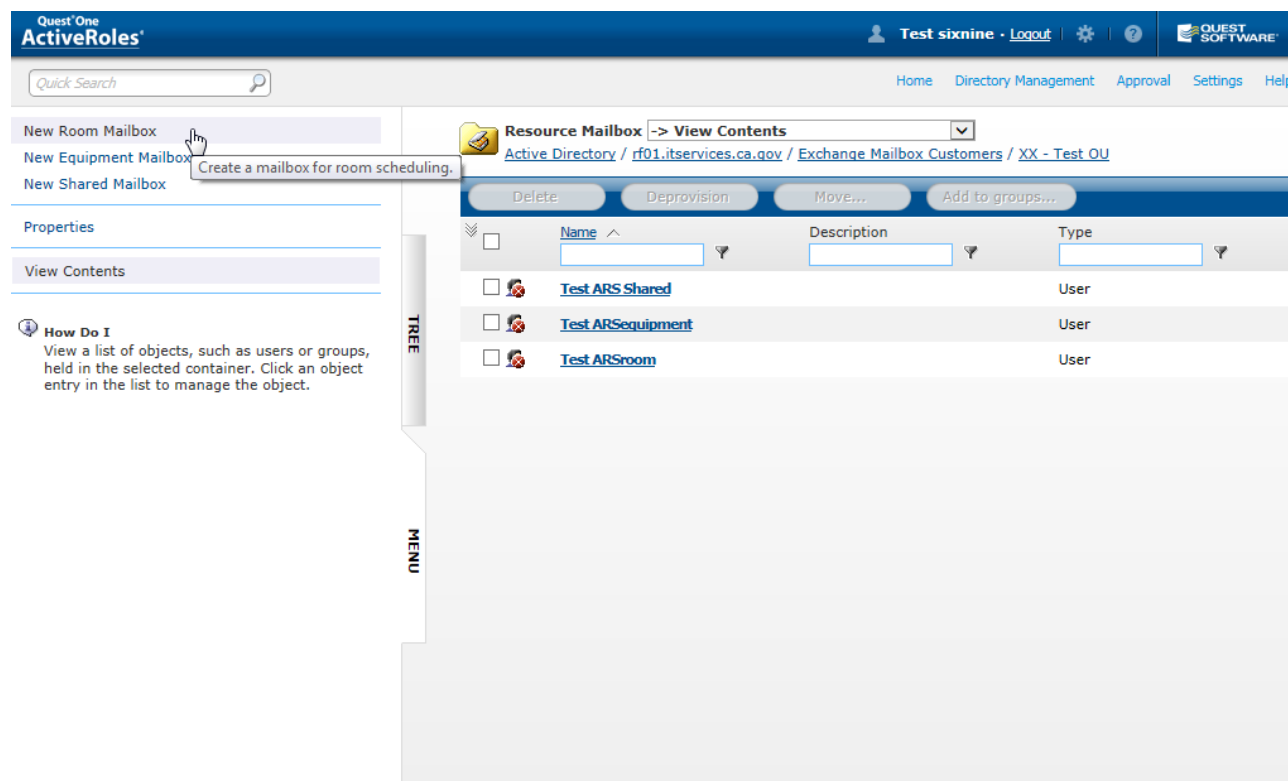
- Mailbox type: Shared Mailbox
- Organizational unit: rf01.itsservices.ca.gov/Exchange Mailbox Customers/XX - Test OU
- Last logged on by: (empty field)
- Total items: (empty field)
- Size: (empty field)
- Mailbox database: test-db01 (with a refresh icon)
- Server: MRF01DAG7S04
- Modified: Monday, February 01, 2016 1:44:45 PM
- Alias: TestARSShared (with a refresh icon)
- ☐ Hide from Exchange address lists
- Custom Attributes... (with a refresh icon)

At the bottom of the main content area are two buttons: 'Save' and 'Exit'.

## Create a New Room or Equipment Mailbox

In the left column, in the **Tree View**, expand down through the Managed Units/CA.Mail/'Department' (e.g., ETP)/Resource Mailboxes.

Then select the **New Room or New Equipment Mailbox** command to start the process of creating a new shared mailbox account.



Populate the **First name:** field. ECAT policies will populate the **Name:** and **Display name:** fields to follow CA.Mail naming conventions for **Resource Mailboxes**.

The screenshot shows the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile (Test sixnine), and links for Logout, Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area is titled "New Room Mailbox" and shows a breadcrumb trail: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox. The "Steps to complete:" section lists "General", "Mailbox Settings", and "Resource Information". The "General" section contains the following fields:

- First name: (empty text box)
- Name: (text box containing "ARS Conf Room")
- Display name: (text box containing "Test ARS Conf Room")
- User logon name: (text box containing "TestARSConfRoom" and a dropdown menu showing "@rf01.itservices.ca.gov")
- \*User logon name (pre-Windows 2000): (text box containing "RF01\" and a text box containing "TestARSConfRoom")

At the bottom of the form, there are two buttons: "Next" and "Exit".

Then click **Next**. (Naming standards are reflected in the screen shot above.)

Then click **Next** again. The **Mailbox settings** step shows the **Alias:** and **Mailbox store or database:** of this mailbox and are set automatically through ECAT Policies.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile 'Test sixnine' with a 'Logout' link, and icons for settings and help. A search bar is located on the left. The main content area is titled 'New Room Mailbox' and shows a breadcrumb trail: 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox'. The 'Steps to complete:' section lists 'General', 'Mailbox Settings' (which is the current step), and 'Resource Information'. The 'Mailbox Settings' section contains two input fields: 'Alias:' with the value 'TestARSConfRoom' and 'Mailbox database:' with the value 'test-db01'. A 'Browse...' button is next to the mailbox database field. Below these fields, the server name 'MRF01DAG7S04' is displayed. A message at the bottom of the settings area says 'To continue, click Next.' At the bottom of the interface are three buttons: 'Back', 'Next', and 'Exit'. On the left side, there is a 'TREE' menu with links to 'New Room Mailbox', 'New Equipment Mailbox', 'New Shared Mailbox', 'Properties', and 'View Contents'. Below the tree is a 'MENU' section with a 'How Do I' link and a description of the command used to create a mailbox.

Quest One  
ActiveRoles

Quick Search

Test sixnine · Logout

Home Directory Management Approval Settings Help

New Room Mailbox -> New Room Mailbox

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox

Steps to complete:

- General
- Mailbox Settings**
- Resource Information

Alias:  
TestARSConfRoom

Mailbox database:  
test-db01

Server: MRF01DAG7S04

To continue, click Next.

Back Next Exit

TREE

- New Room Mailbox
- New Equipment Mailbox
- New Shared Mailbox
- Properties
- View Contents

MENU

**How Do I**

Use this command to create a mailbox that will be used as a location resource for scheduling meetings. Room mailboxes can be included in meeting requests as resources and can be configured to automatically process incoming requests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

At the **Resource Information** step, populate the **Resource capacity:** and **Resource custom properties:** this particular conference room will have.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile 'Test sixnine' with a 'Logout' link, and a 'QUEST SOFTWARE' logo. A search bar is located on the left. The main navigation menu on the left lists 'New Room Mailbox', 'New Equipment Mailbox', 'New Shared Mailbox', 'Properties', and 'View Contents'. A 'How Do I' section provides instructions on creating a mailbox. The main content area shows the 'New Room Mailbox' wizard with a breadcrumb trail: 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox'. The 'Steps to complete' section lists 'General', 'Mailbox Settings', and 'Resource Information' (the current step). The 'Resource Information' section contains two text input fields: 'Resource capacity:' and 'Resource custom properties:'. Below these is a dropdown menu with 'WhiteBoard' selected, and a checkbox labeled 'Open properties for this object when I click Finish'. At the bottom, there are three buttons: 'Back', 'Finish', and 'Exit'.

Quest One  
ActiveRoles

Quick Search

Test sixnine · Logout

QUEST SOFTWARE

Home Directory Management Approval Settings Help

New Room Mailbox  
New Equipment Mailbox  
New Shared Mailbox

Properties  
View Contents

**How Do I**  
Use this command to create a mailbox that will be used as a location resource for scheduling meetings. Room mailboxes can be included in meeting requests as resources and can be configured to automatically process incoming requests. Along with creating a mailbox, this command creates a new, disabled user account associated with that mailbox.

**Tree**  
MENU

**New Room Mailbox** -> New Room Mailbox

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox

**Steps to complete:**

- General
- Mailbox Settings
- Resource Information**

Resource capacity:

Resource custom properties:

WhiteBoard

☒ Open properties for this object when I click Finish

To complete, click Finish.

Back Finish Exit

Click the **Plus sign (+)** to add the selected resource from the drop-down, then click **Finish**.

**Example:** This particular Conference Room has a room capacity of 35 and contains a White Board, PC, and a Projector Screen.

The screenshot displays the 'New Room Mailbox' configuration page in the Quest One ActiveRoles web interface. The page is titled 'New Room Mailbox' and shows the following configuration options:

- Resource capacity:** 35
- Resource custom properties:**
  - WhiteBoard
  - PC
  - ProjectorScreen

A drop-down menu is open below the 'Resource custom properties' field, showing a list of resources. The 'WhiteBoard' resource is highlighted. The list includes:

- NetworkDrop
- LCD
- WhiteBoard2nd
- VCR
- VMterminal
- WhiteBoard
- TV
- Telephone
- SpeakerPhone
- Sink
- ProjectorScreen
- PC
- OverheadProjector
- FlipChart
- ElectronicWhiteBoard

At the bottom of the page, there are three buttons: 'Back', 'Finish', and 'Exit'.

**NOTE:** Creation of an **Equipment Mailbox** is the same as a **Room Mailbox**, except the **Resource custom properties:** field has **NO** drop-down selection. (*User must type in the specifics of the Equipment in the lower box, then click the plus sign*).

Once completed, the screen will display the **General Properties**, **General** tab of the new **Shared Mailbox**.

Edit the fields of each tab (*General, Address, or Telephone*) as necessary for this mailbox. When finished with editing of the **General Properties**, click **Save**.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the navigation bar. The left sidebar contains a 'TREE' menu with options: 'Deprovision', 'Rename', 'Member Of', 'Change History', 'User Activity', 'General Properties' (selected), 'Exchange Properties', and 'Managed Resources'. Below the tree is a 'MENU' section with a 'How Do I' link and a description: 'View or modify general properties, such as display name, telephone number and e-mail, of the user account you have selected.' The main content area shows a success message: 'The operation is successfully completed.' Below this, the breadcrumb path is 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Resource Mailbox'. The 'General Properties' tab is active, showing a list of tabs: 'General', 'Address', 'Account', 'Telephones', 'Organization', 'Managed by', and 'Object'. The 'General' tab contains the following fields: 'First name' (ARS Conf Room), 'Last name' (empty), 'Initials' (empty), 'Display name' (Test ARS Conf Room), 'Description' (empty), 'Office' (empty), 'Telephone number' (empty), and 'E-Mail' (ARSConfRoom@XYZ.ca.gov). At the bottom of the main content area are 'Save' and 'Exit' buttons.



Select the **Exchange Properties** to view or change any of the mailbox settings for this **Room Mailbox**.

Tabs of particular importance are:

**General** – shows the Exchange server and storage group location of the mailbox

**Storage Limits** – ability to set mailbox size through a drop-down selection, which auto-populates the **Issue warning & Prohibit send** for that size limit

**E-mail Addresses** – view all email addresses for this mailbox

**Advanced** – to hide the mailbox from the GAL (Global Address List)

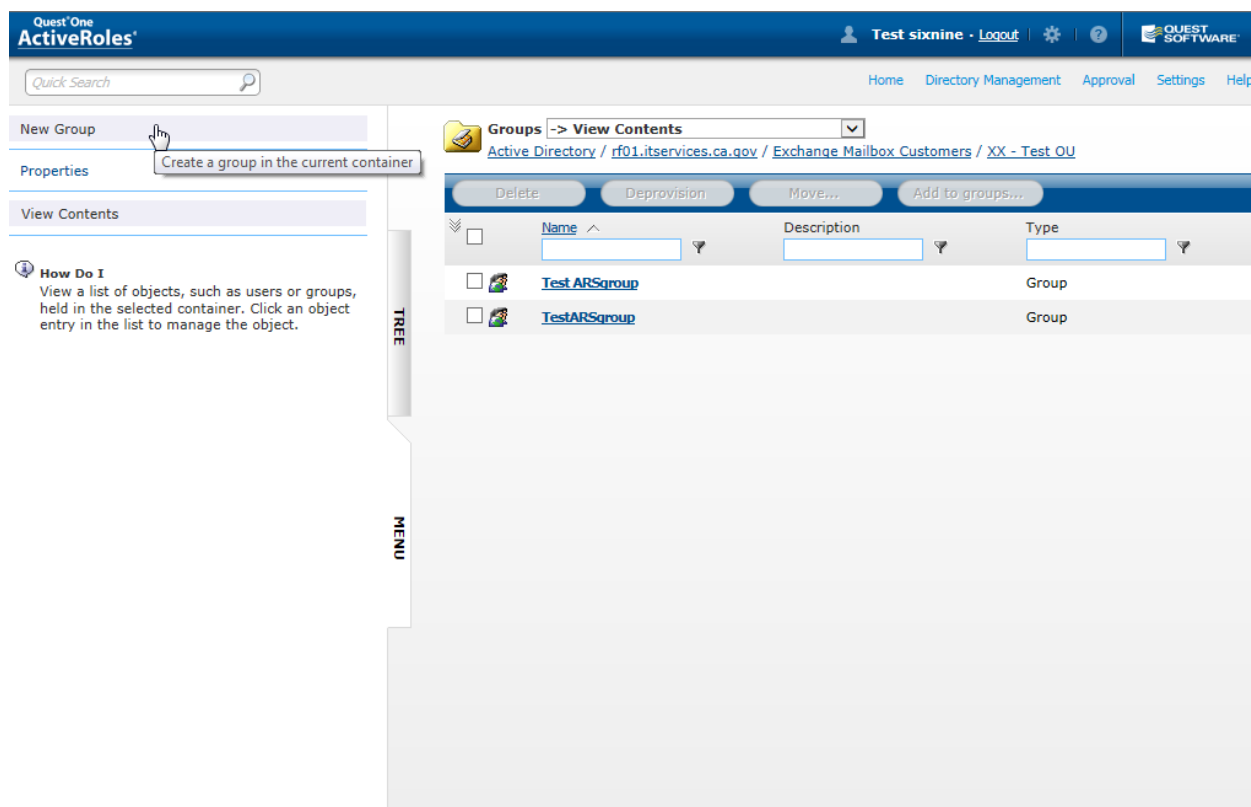
**Resource Information** – shows the **Resource capacity:** and **Resource custom properties:** of this mailbox.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine', and links for Logout, Settings, and Help. A search bar is located on the left. The main content area is titled 'Test ARS Conf Room -> Exchange Properties'. The left sidebar contains a 'TREE' menu with options: Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties (selected), and Managed Resources. Below the menu is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.' The main content area shows the 'Exchange Properties' for the 'Test ARS Conf Room' mailbox. The 'General' tab is selected, showing fields for Mailbox type (Room Mailbox), Organizational unit (rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU), Last logged on by, Total items, Size, Mailbox database (test-db01), Server (MRF01DAG7S04), Modified (Thursday, December 24, 2015 9:42:16 AM), and Alias (TestARSConfRoom). There is a checkbox for 'Hide from Exchange address lists' and a 'Custom Attributes...' button. At the bottom, there are 'Save' and 'Exit' buttons.

## Create a New Group (Distribution List)

In the left column, in the **Tree View**, expand down through the Managed Units/CA.Mail/'Department' (e.g., ETP)/Groups

Then select the **New Group** command to start the process of creating a new group (distribution group).



Type the name of the Distribution List in the **Name:** box.

**NOTE:** OTech scripts automatically populate the field with your department name. All Distribution Lists names must begin with the customer's department acronym, which is the OTech standard for Distribution List names in the GAL. (e.g., EBT, DDS, OCIO)

Then click **Next**.

Quest One  
ActiveRoles

Test sixnine · Logout · Settings · Help

Quick Search

Home Directory Management Approval Settings Help

New Group -> New Group

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups

**Steps to complete:**

**General**  
Create an Exchange e-mail address

Name:  
Test ARS Group2

\*Group name (pre-Windows 2000):  
Test ARS Group2

Description:

\*Group scope:  
☐ Domain local  
☐ Global  
☒ Universal

Group type:  
☒ Security  
☐ Distribution

To continue, click Next.

Next Exit

At the “Create an Exchange e-mail address” step, click **Finish**.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile for 'Test sixnine', and links for 'Logout', 'Settings', and 'Help'. A search bar is located below the navigation bar. The left sidebar contains a 'New Group' section with links for 'Properties' and 'View Contents', and a 'How Do I' section with instructions to 'Complete the pages to specify properties for the group to be created.' The main content area shows the 'New Group' wizard. The 'Steps to complete:' section lists 'General' and 'Create an Exchange e-mail address'. The 'Create an Exchange e-mail address' step is active, showing a checkbox for 'Create an Exchange e-mail address' (checked), an 'Alias' field with the value 'TestARSGroup2', and an 'Associated administrative group' dropdown menu with the value 'Exchange Administrative Group (FYDIBOHF23SPDLT)'. There is also a checkbox for 'Open properties for this object when I click Finish' (checked). At the bottom of the main content area, it says 'To complete, click Finish.' The bottom navigation bar contains 'Back', 'Finish', and 'Exit' buttons. A mouse cursor is hovering over the 'Finish' button.

Screen will display **General Properties** of new group.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a user profile for 'Test sixnine', and links for 'Logout', 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A search bar is located on the left side of the top bar.

The left sidebar contains a 'TREE' view with the following options: Members, Member Of, Delete, Deprovision, Copy, Rename, Change History, General Properties (highlighted), Exchange Properties, and Hide Membership. Below the tree is a 'MENU' section with a 'How Do I' link and a description: 'View or modify general properties, such as group name, group scope and group type, of the group you have selected.'

The main content area shows the 'General Properties' for the group 'Test ARS Group2'. The breadcrumb trail is: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups. The 'General' tab is selected, with other tabs being 'Managed by', 'Membership Approval', and 'Object'.

The form fields include:

- \*Group name (pre-Windows 2000): Test ARS Group2
- \*Display name: Test ARS Group2
- Description: (empty text box)
- Resource URL: (empty text box with a right arrow icon)
- Keywords: (empty text box with '+' and '-' icons)
- E-Mail: TestARSGroup22@XYZ.ca.gov
- \*Group scope: ☐ Domain local, ☐ Global, ☒ Universal
- Group type: (empty text box)

At the bottom of the form are 'Save' and 'Exit' buttons.

**Select the Exchange Properties.**

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the navigation bar.

The left sidebar contains a 'TREE' view with the following items: 'Members', 'Member Of', 'Delete', 'Deprovision', 'Copy', 'Rename', 'Change History', 'General Properties', 'Exchange Properties' (highlighted), and 'Hide Membership'. Below the tree is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the group you have selected.'

The main content area shows the 'Test ARS Group2' group selected, with a dropdown menu set to 'Exchange Properties'. The breadcrumb trail is: 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups'. The 'General' tab is active, showing the following fields:

- Alias: TestARSGroup2
- \*Display name: Test ARS Group2
- Custom Attributes... button

At the bottom of the main content area are 'Save' and 'Exit' buttons.

View the SMTP address in the **Exchange Properties, E-Mail Addresses** selection.

Quest One ActiveRoles

Test sixnine · Logout

Home Directory Management Approval Settings Help

Quick Search

Members

Member Of

Delete

Deprovision

Copy

Rename

Change History

General Properties

Exchange Properties

Hide Membership

How Do I

View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the group you have selected.

Test ARS Group2 -> Exchange Properties

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups

General

E-mail Addresses

Advanced

Mail Flow Settings

E-mail addresses:

Type	Address
smtp	TestARSGroup2@ces.mail.ca.gov
X400	C=US;A= ;P=CA;O=Exchange;S=TestARSGroup22;
SMTP	TestARSGroup22@XYZ.ca.gov

Add... Edit... Remove

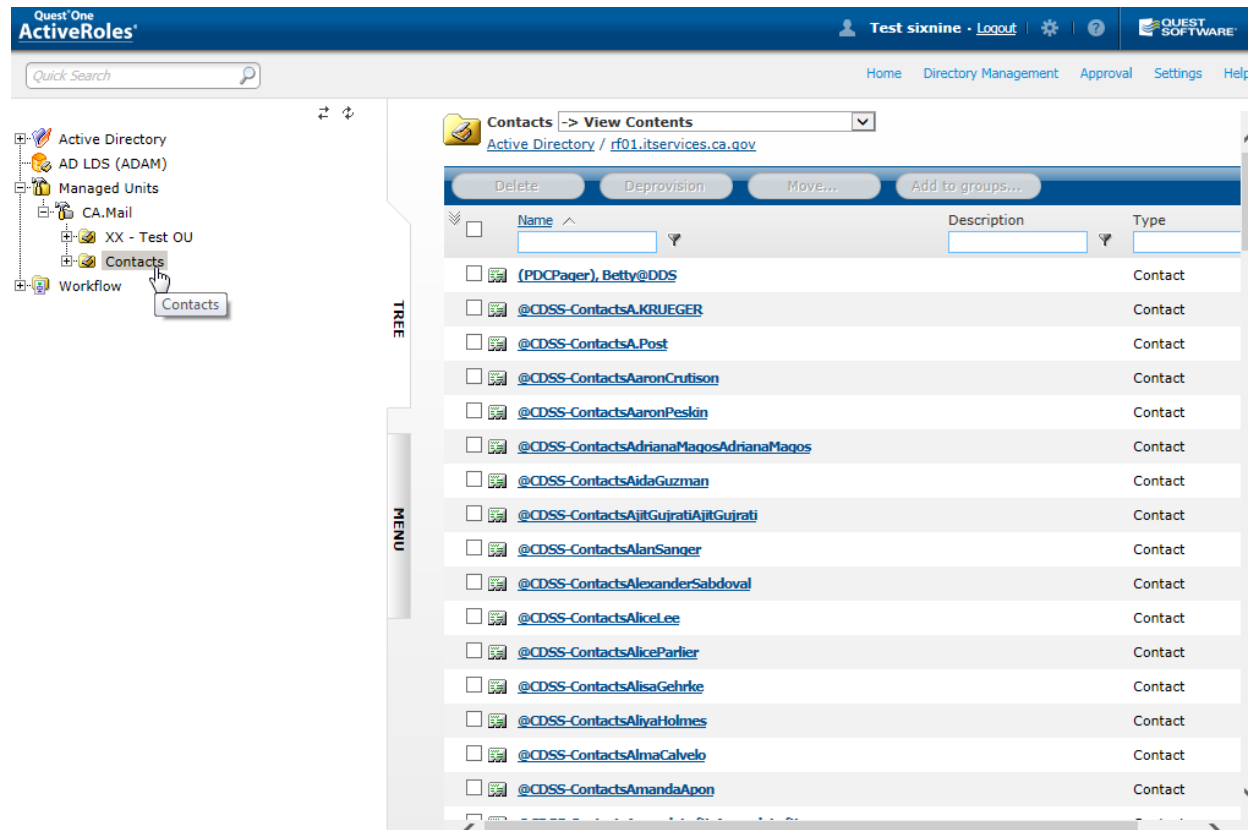
Set as Reply

☒ Automatically update e-mail addresses based on e-mail address policy

Save Exit

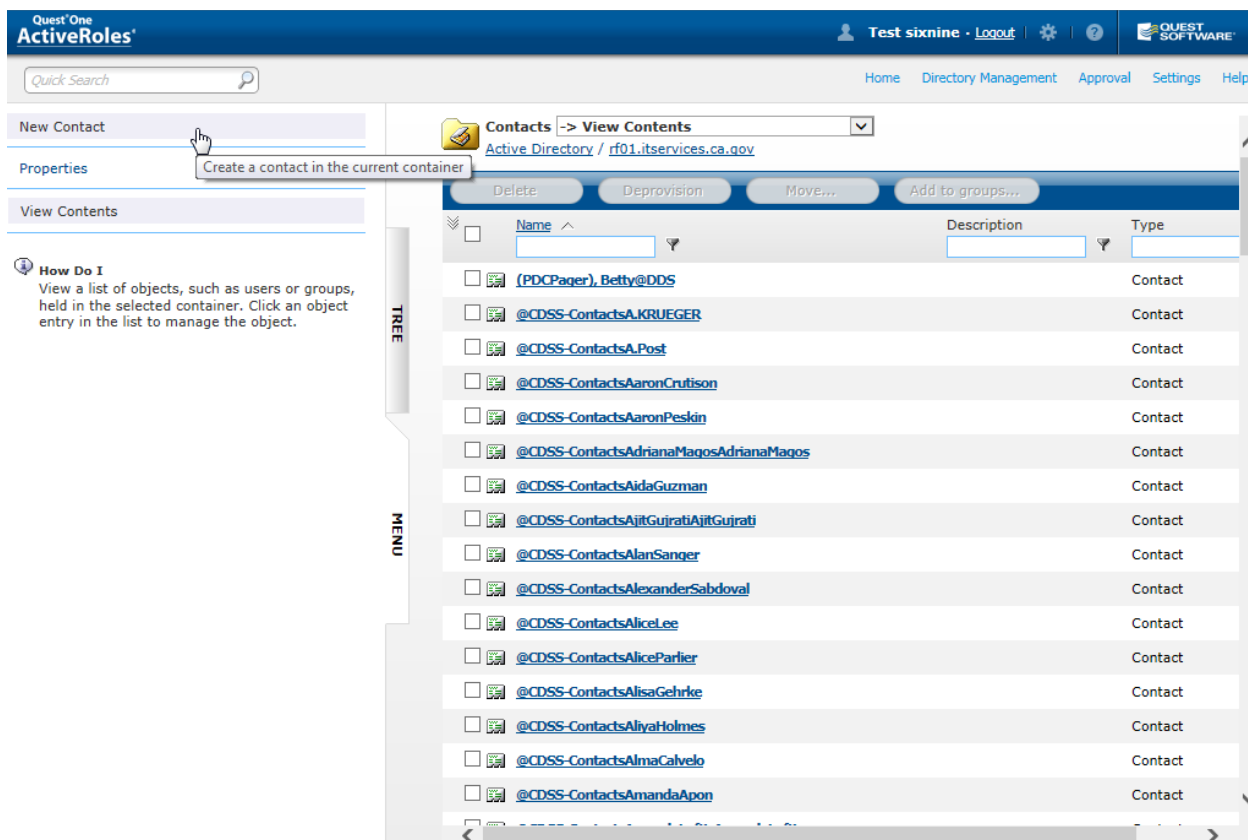
## Create a New Contact Item

In the left column, in the Tree View, expand down through the Managed Units/CA.Mail/Contacts  
Then select the **Menu** tab.





Select **New Contact** from the Command Menu on left side of screen.



Fill in First name and Last name. Name and Display name will automatically populate with “Lastname, Firstname@”. In the Name field, put in the acronym for the company or department after the “@” (Display Name will automatically populate correctly).

**NOTE:** No numbers, spaces or special characters allowed and must be at least 3 character.

Then click **Next**.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the navigation bar. The left sidebar contains a 'New Contact' button, 'Properties', 'View Contents', and a 'How Do I' section with instructions to 'Complete the pages to specify properties for the contact to be created.' The main content area is titled 'New Contact' and shows a breadcrumb trail: 'Active Directory / rf01.itservices.ca.gov / Contacts'. Under 'Steps to complete:', the 'General' section is expanded, showing 'Create an Exchange e-mail address'. The form fields are: 'First name:' (text box with 'First'), 'Last name:' (text box with 'Last'), 'Initials:' (text box), 'Name:' (text box with 'Last, First@Test' and a refresh icon), and 'Display name:' (text box with 'Last, First@Test' and a refresh icon). At the bottom, there are 'Next' and 'Exit' buttons. A message at the bottom of the form area says 'To continue, click Next.'

At the “**Create an Exchange e-mail address**” screen, click the **Modify...** button to type the email address of the new contact item.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine', and links for Logout, settings, and help. A search bar is located below the logo. The left sidebar contains a 'New Contact' section with links to 'Properties' and 'View Contents', and a 'How Do I' section with instructions to complete the contact creation process. The main content area is titled 'New Contact' and shows the 'Steps to complete' section. Under the 'General' tab, the 'Create an Exchange e-mail address' step is active. This step includes a checkbox for 'Create an Exchange e-mail address', an 'Alias' field with the value 'FirstLast', an '\*External e-mail address' field, and an 'Associated administrator' dropdown menu. A 'Modify...' button is highlighted with a mouse cursor. Below the dropdown, there is a checkbox for 'Open properties for this object when I click Finish'. At the bottom of the main content area, there are three buttons: 'Back', 'Finish', and 'Exit'.

Quest One  
ActiveRoles

Quick Search

Test sixnine · Logout

Home Directory Management Approval Settings Help

New Contact

Properties

View Contents

How Do I  
Complete the pages to specify properties for the contact to be created.

TREE

MENU

New Contact -> New Contact

Active Directory / rf01.itservices.ca.gov / Contacts

Steps to complete:

General

Create an Exchange e-mail address

☒ Create an Exchange e-mail address

Alias:  
FirstLast

\*External e-mail address:

Modify...

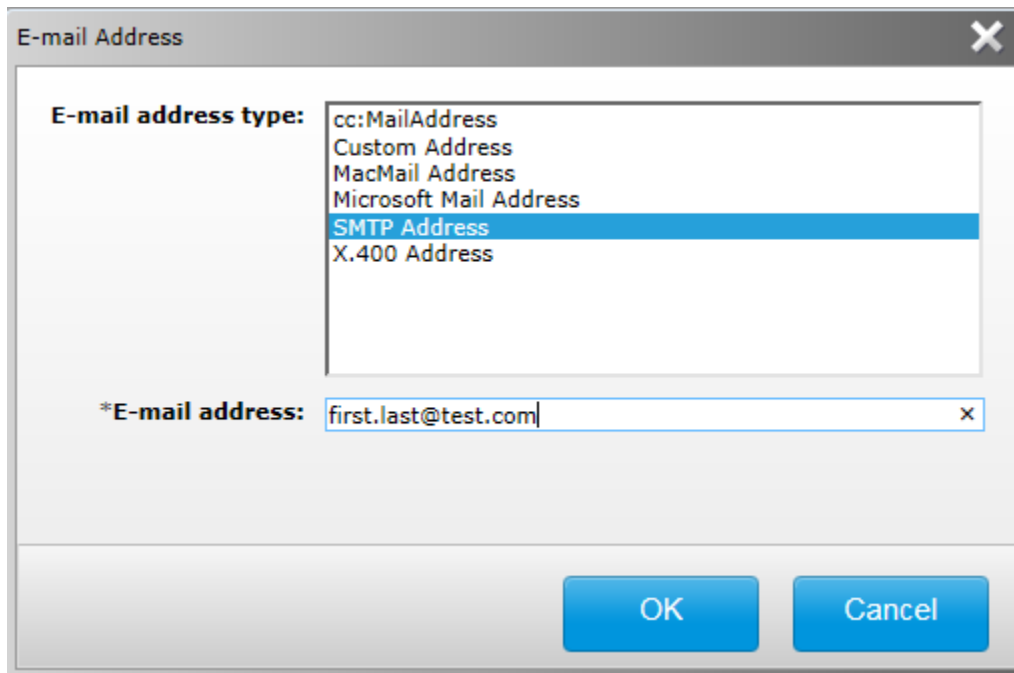
Associated administrator: Click this button to modify the e-mail address.  
Exchange Administrative Group (FYDIBOHF23SPDLT)

☒ Open properties for this object when I click Finish

To complete, click Finish.

Back Finish Exit

Select **SMTP Address** from the **E-mail address type:**. Type the email address as required in the **\*E-mail address box:**. Then click **OK**.



The screenshot shows a dialog box titled "E-mail Address" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "E-mail address type:" followed by a list box containing the following options: "cc:MailAddress", "Custom Address", "MacMail Address", "Microsoft Mail Address", "SMTP Address" (which is highlighted with a blue background), and "X.400 Address". Below this list box is a text input field labeled "\*E-mail address:" containing the text "first.last@test.com". To the right of the text input field is a small "x" icon. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Then click **Finish** to complete the new contact procedure.

Quest One  
**ActiveRoles**

Test sixnine - Logout

Home Directory Management Approval Settings Help

Quick Search

New Contact

Properties

View Contents

How Do I  
Complete the pages to specify properties for the contact to be created.

TREE

MENU

New Contact -> New Contact

Active Directory / rf01.itservices.ca.gov / Contacts

Steps to complete:

General

Create an Exchange e-mail address

☒ Create an Exchange e-mail address

Alias:  
FirstLast

\*External e-mail address:  
SMTP:first.last@test.com

Modify...

Associated administrative group:  
Exchange Administrative Group (FYDIBOHF23SPDLT)

☒ Open properties for this object when I click Finish

To complete, click Finish.

Back Finish Exit

The **General Properties** command page will display a success message for completion of the New Contact procedure.


The screenshot displays the Quest One ActiveRoles web interface. At the top, the header includes the Quest Software logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the header. On the left side, a 'TREE' menu lists actions: 'Delete', 'Move', 'Rename', 'Member Of', 'Change History', 'General Properties' (which is highlighted), 'Exchange Properties', and 'Delete E-mail Addresses'. Below the tree is a 'MENU' section with a 'How Do I' link and a description: 'View or modify general properties, such as display name, telephone number and e-mail, of the contact you have selected.'

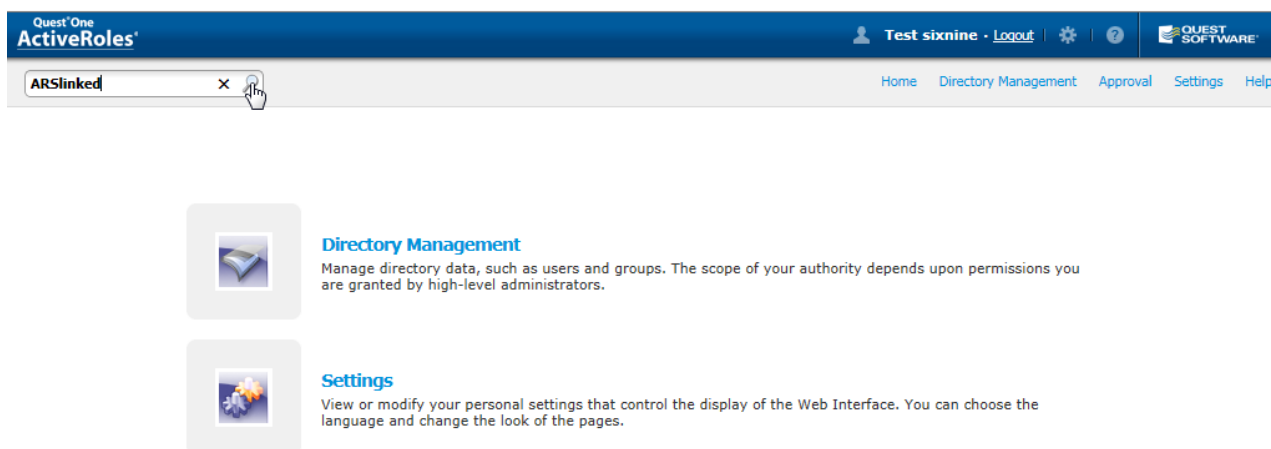
The main content area shows a success message: 'The operation is successfully completed.' Below this, a dropdown menu is set to 'Last, First@Test' with a sub-menu 'General Properties'. The breadcrumb trail reads 'Active Directory / rf01.itservices.ca.gov / Contacts'. The 'General' tab is selected in a sidebar, showing fields for: 'First name' (containing 'First'), 'Last name' (containing 'Last'), 'Initials' (empty), 'Display name' (containing 'Last, First@Test' with a refresh icon), 'Description' (empty), 'Office' (empty), 'Telephone number' (empty), and 'Other telephone numbers' (a large text area). At the bottom of the form are 'Save' and 'Exit' buttons.

## Rename a Mailbox Account

**Note:** The following example is for a linked mailbox. To rename a Resource mailbox, only the “First Name” field in the Rename window is changed (User logon fields are not changed).

Logon to the ECAT web interface with your ECAT administrator account. (e.g., *xAdmFirstInitialLastname*).

From any page, in the **Quick Search** box, type in the name of the user whose mailbox needs to be renamed and select the search icon. 



From the search results window, select the mailbox account you were searching for...

The screenshot displays the Quest One ActiveRoles web interface. At the top, the header includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and a 'QUEST SOFTWARE' logo. Below the header is a search bar containing the text 'ARSLinked'. To the right of the search bar are navigation links: 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. Below the search bar, there is a table of search results. The table has columns for 'Name', 'Type', 'Description', and 'In Folder'. The results list four user accounts, all of type 'User', with descriptions indicating they are linked mailboxes for 'Test OU/Linked Mailboxes'. A mouse cursor is pointing at the first result, 'ARSLinked1@Test'.

	Name	Type	Description	In Folder
<input type="checkbox"/>	ARSLinked1@Test	User	rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes	
<input type="checkbox"/>	test_arslinked2@Test	User	rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes	
<input type="checkbox"/>	test_ARSLinked3@Test	User	rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes	
<input type="checkbox"/>	test_ARSLinked4@Test	User	rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes	



When the mailbox account displays on the screen, click the **Rename** command from the command menu on the left.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a search bar, and user information (Test sixnine, Logout, settings, help). The left sidebar contains a 'Command Menu' with options: Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties, and Managed Resources. The 'Rename' option is highlighted, and a tooltip indicates 'Rename the user account'. The main content area shows the 'General Properties' form for the user 'ARSlinked1@Test'. The form includes fields for First name, Last name, Initials, \*Display name, Description, Office, Telephone number, and E-Mail. The 'E-Mail' field is pre-filled with 'ARSlinked1@XYZ.ca.gov'. At the bottom of the form are 'Save' and 'Exit' buttons.

Quest One  
ActiveRoles

Quick Search

Test sixnine · Logout

Home Directory Management Approval Settings Help

Deprovision  
Rename  
Member Of  
Change History  
User Activity  
General Properties  
Exchange Properties  
Managed Resources

How Do I  
View or modify general properties, such as display name, telephone number and e-mail, of the user account you have selected.

ARSlinked1@Test -> General Properties

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

General

Address

Account

Telephones

Organization

Managed by

Object

First name:  
ARSlinked1

Last name:

Initials:

\*Display name:  
ARSlinked1@Test

Description:

Office:

Telephone number:

E-Mail:  
ARSlinked1@XYZ.ca.gov

Save Exit

From the **Rename** window, edit the “**First name:**” and/or “**Last name:**” fields accordingly...

**\*\*** Notice that the “**Name:**” field and “**\*Display name:**” field both change automatically to reflect the name change.


**Note:** To rename a Resource mailbox, only the “First Name” field in the Rename window is changed and the rest auto-change (User logon fields are not to be changed).

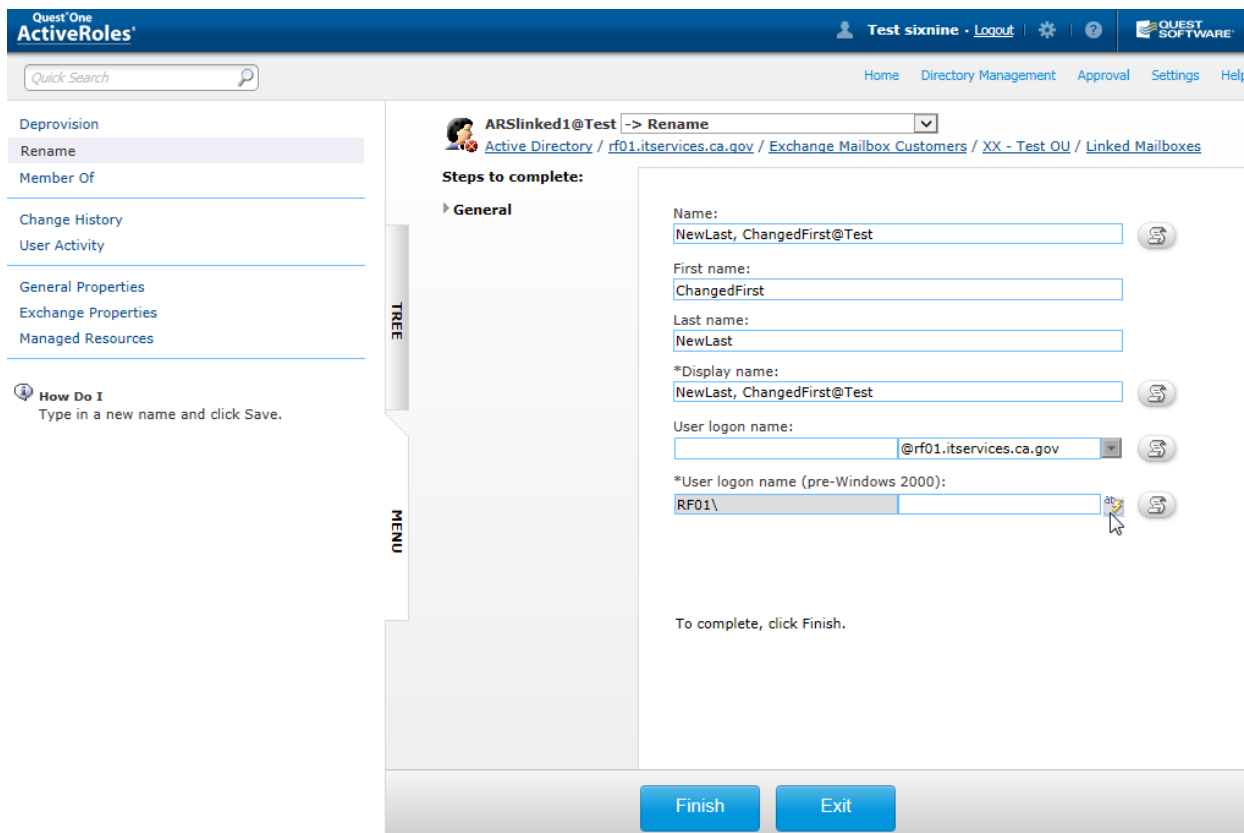
The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A search bar is located on the left. The left sidebar contains a 'TREE' menu with options: 'Deprovision', 'Rename' (selected), 'Member Of', 'Change History', 'User Activity', 'General Properties', 'Exchange Properties', and 'Managed Resources'. Below the sidebar is a 'MENU' section with a 'How Do I' link and the instruction 'Type in a new name and click Save.' The main content area shows the 'Rename' window for the user 'LastName, FirstName@Test'. The window title is 'LastName, FirstName@Test -> Rename'. The breadcrumb trail is 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. The 'Steps to complete:' section is expanded to 'General'. The form fields are: 'Name:' (LastName, FirstName@Test), 'First name:' (FirstName), 'Last name:' (LastName), '\*Display name:' (LastName, FirstName@Test), 'User logon name:' (TestFirstNameLastNam @rf01.itservices.ca.gov), and '\*User logon name (pre-Windows 2000):' (RF01\ TestFirstNameLastNam). At the bottom, there are 'Finish' and 'Exit' buttons. A note at the bottom of the form says 'To complete, click Finish.'

Highlight the **\*User logon name (Pre-Windows 2000):** field and click delete to clear the field.

This will also clear the **User logon name:** field.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and a 'QUEST SOFTWARE' logo. A 'Quick Search' bar is located below the navigation bar. The left sidebar contains a 'TREE' menu with options: Deprovision, Rename (selected), Member Of, Change History, User Activity, General Properties, Exchange Properties, and Managed Resources. Below the sidebar is a 'MENU' section with a 'How Do I' link and the instruction 'Type in a new name and click Save.' The main content area shows the 'Rename' process for user 'ARSlinked1@Test'. The breadcrumb trail is 'Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. The 'Steps to complete:' section is expanded to 'General'. The form fields are as follows: 'Name:' with value 'NewLast, ChangedFirst@Test'; 'First name:' with value 'ChangedFirst'; 'Last name:' with value 'NewLast'; '\*Display name:' with value 'NewLast, ChangedFirst@Test'; 'User logon name:' with value 'TestARSLinked' and domain '@rf01.itservices.ca.gov'; and '\*User logon name (pre-Windows 2000):' with value 'RF01\'. The '\*User logon name (pre-Windows 2000):' field has a delete icon (x) next to it. At the bottom of the form, there is a note 'To complete, click Finish.' and two buttons: 'Finish' and 'Exit'.

Once the fields are empty, select the Icon  to regenerate the **User logon name:** and **\*User logon name (pre-Windows 2000):** that will reflect the name change for this person.



The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine', and links for Logout, Settings, and Help. A search bar is located on the left. The main content area is titled 'Rename' and shows the user 'ARSLinked1@Test'. The 'Steps to complete:' section lists 'General' as the first step. The 'General' section contains several fields: 'Name' (NewLast, ChangedFirst@Test), 'First name' (ChangedFirst), 'Last name' (NewLast), '\*Display name' (NewLast, ChangedFirst@Test), 'User logon name' (@rf01.itservices.ca.gov), and '\*User logon name (pre-Windows 2000)' (RF01\). Each field has a small icon to its right. At the bottom of the form, there are 'Finish' and 'Exit' buttons. A 'How Do I' section on the left provides a hint: 'Type in a new name and click Save.'

Then click **Finish**

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the navigation bar. The left sidebar contains a 'TREE' view with links for 'Deprovision', 'Rename', 'Member Of', 'Change History', 'User Activity', 'General Properties', 'Exchange Properties', and 'Managed Resources'. Below the sidebar is a 'MENU' section with a 'How Do I' link and the instruction 'Type in a new name and click Save.' The main content area shows the 'Rename' process for a user named 'ARSLinked1@Test'. The breadcrumb trail is 'Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. The 'Steps to complete:' section is titled 'General' and contains the following fields: 'Name' (NewLast, ChangedFirst@Test), 'First name' (ChangedFirst), 'Last name' (NewLast), '\*Display name' (NewLast, ChangedFirst@Test), 'User login name' (TestChangedFirstNewL @rf01.itsservices.ca.gov), and '\*User login name (pre-Windows 2000):' (RF01\ TestChangedFirstNewL). Below these fields, it says 'To complete, click Finish.' At the bottom of the interface, there are three buttons: 'Finish', 'Finish' (with a tooltip), and 'Exit'.

Once back on the **General Properties** of the renamed mailbox account...

Select the **Exchange Properties, E-mail Addresses** tab...

Then click **Add...** to add a new primary **SMTP** address to reflect the name change.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A search bar is located on the left side of the top bar.

The left sidebar contains a 'TREE' menu with options: 'Deprovision', 'Rename', 'Member Of', 'Change History', 'User Activity', 'General Properties', 'Exchange Properties' (highlighted), and 'Managed Resources'. Below this is a 'MENU' section with a 'How Do I' link and a description: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.'

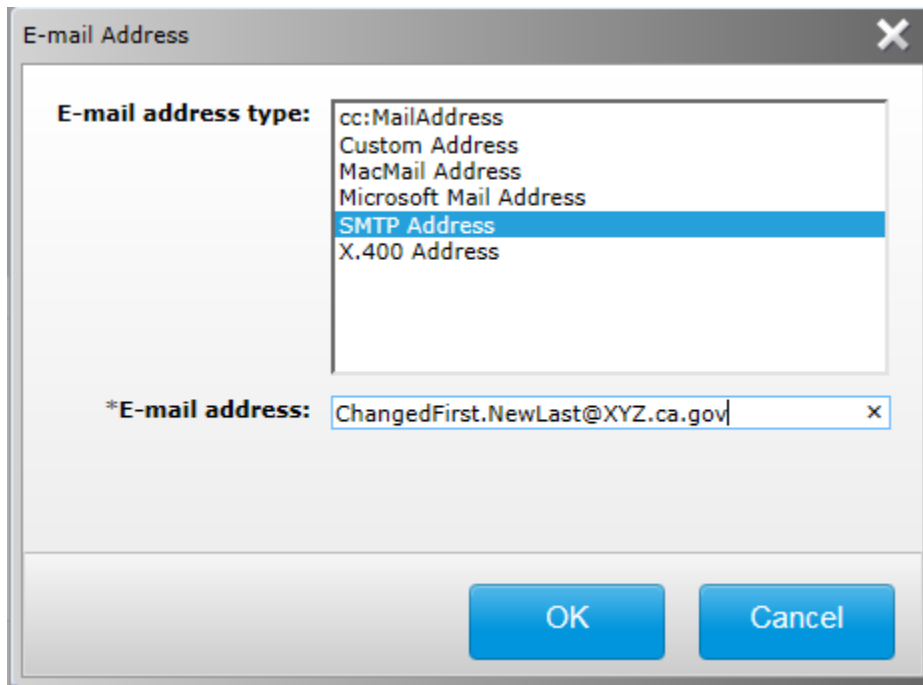
The main content area shows the 'Exchange Properties' for the user 'Last, First@Test'. The 'E-mail Addresses' tab is selected in the left sidebar. The 'E-mail addresses:' section contains a table with columns 'Type' and 'Address'. The table lists several addresses, including 'smtp TestARSLinked@ces.mail.ca.gov', 'X400 C=US;A= ;P=CA;O=Exchange;S=NewLast;G=ChangedFirst;', 'x400 C=US;A= ;P=CA;O=Exchange;S=TestARSLinked;', 'SMTP ChangedFirst.NewLast@XYZ.ca.gov', and 'smtp ARSLinked1@XYZ.ca.gov'. Below the table are buttons for 'Add...', 'Edit...', and 'Remove'. A tooltip points to the 'Add...' button, stating: 'Click this button to create a new e-mail address for the selected object.' Below the buttons is a checkbox labeled 'Automatically update e-mail addresses based on e-mail address policy' which is checked.

At the bottom of the interface are 'Save' and 'Exit' buttons.

From the **E-mail Address** window, from the **E-mail address type:** list, select **SMTP Address**.

Then in the **\*E-mail address:** box, type the user's email address following CA.Mail standards of [Firstname.Lastname@dept.ca.gov](#). (eg; Sarah.Green@ETP.ca.gov).

Then click **OK**



The screenshot shows a dialog box titled "E-mail Address". It contains a dropdown menu for "E-mail address type:" with the following options: "cc:MailAddress", "Custom Address", "MacMail Address", "Microsoft Mail Address", "SMTP Address" (which is highlighted in blue), and "X.400 Address". Below the dropdown is a text input field labeled "\*E-mail address:" containing the text "ChangedFirst.NewLast@XYZ.ca.gov". At the bottom of the dialog are two buttons: "OK" and "Cancel".

Then click the **Set as Reply** button to set this new address as the Primary SMTP address to reflect the name change.

The screenshot shows the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, user information (Test sixnine), and links for Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area is titled 'Last, First@Test -> Exchange Properties'. The left sidebar contains a 'TREE' menu with options like Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties (selected), and Managed Resources. Below this is a 'MENU' section with options like Mailbox Rights, Master Account, Mailbox Features, and Mail Flow Settings. The main content area shows the 'E-mail Addresses' tab, which contains a table of email addresses:

Type	Address
smtp	TestARSLinked@ces.mail.ca.gov
X400	C=US;A= ;P=CA;O=Exchange;S=NewLast;G=ChangedFirst;
X400	C=US;A= ;P=CA;O=Exchange;S=TestARSLinked;
smtp	ChangedFirst.NewLast@XYZ.ca.gov
SMTP	ARSLinked1@XYZ.ca.gov

Below the table are buttons for 'Add...', 'Edit...', and 'Remove'. The 'Set as Reply' button is highlighted with a tooltip that reads: 'Click this button to set the selected e-mail address as the primary e-mail address. The primary e-mail address appears in the From field when a user send e-mails.' There is also a checkbox for 'Automatically address policy' which is checked. At the bottom of the page are 'Save' and 'Exit' buttons.



Screen will then show new address as the Primary SMTP address for this mailbox.

Click **Save** to save the changes.

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A 'Quick Search' bar is located below the navigation bar.

The left sidebar contains a 'TREE' menu with the following items: 'Deprovision', 'Rename', 'Member Of', 'Change History', 'User Activity', 'General Properties', 'Exchange Properties' (highlighted), and 'Managed Resources'. Below this is a 'MENU' section with a 'How Do I' icon and the text: 'View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the user account you have selected.'

The main content area is titled 'Last, First@Test -> Exchange Properties'. It features a breadcrumb trail: 'Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes'. A vertical menu on the left lists the following options: 'General', 'Delegation', 'Send As', 'Storage Limits', 'E-mail Addresses' (selected), 'Mailbox Rights', 'Master Account', 'Mailbox Features', and 'Mail Flow Settings'.

The 'E-mail Addresses' section displays a table with the following data:


Type	Address
smtp	TestARSLinked@ces.mail.ca.gov
X400	C=US;A= ;P=CA;O=Exchange;S=NewLast;G=ChangedFirst;
x400	C=US;A= ;P=CA;O=Exchange;S=TestARSLinked;
SMTP	ChangedFirst.NewLast@XYZ.ca.gov
smtp	ARSLinked1@XYZ.ca.gov

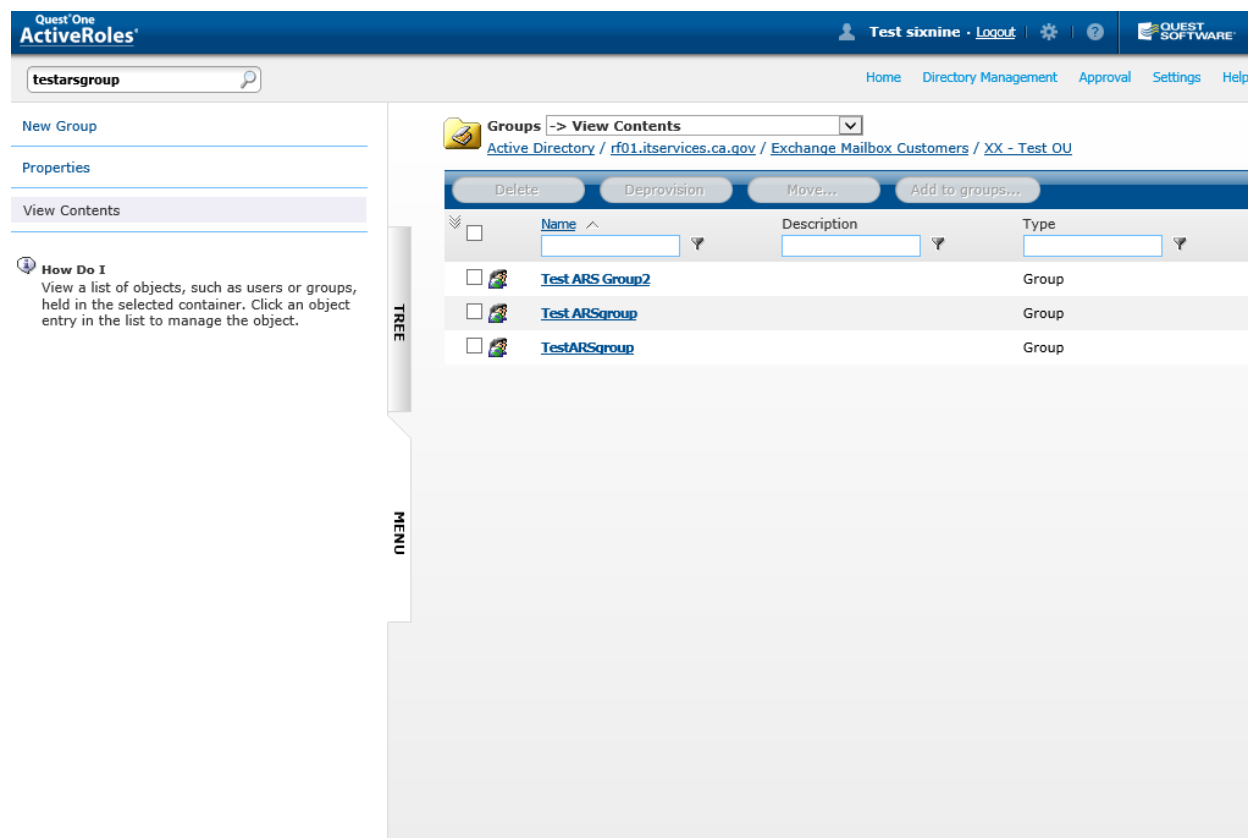
Below the table are three buttons: 'Add...', 'Edit...', and 'Remove'. A 'Set as Reply' button is also present. A checkbox labeled 'Automatically update e-mail addresses based on e-mail address policy' is checked.

At the bottom of the interface, there are three buttons: 'Save', 'Save' (with a mouse cursor over it), and 'Exit'.

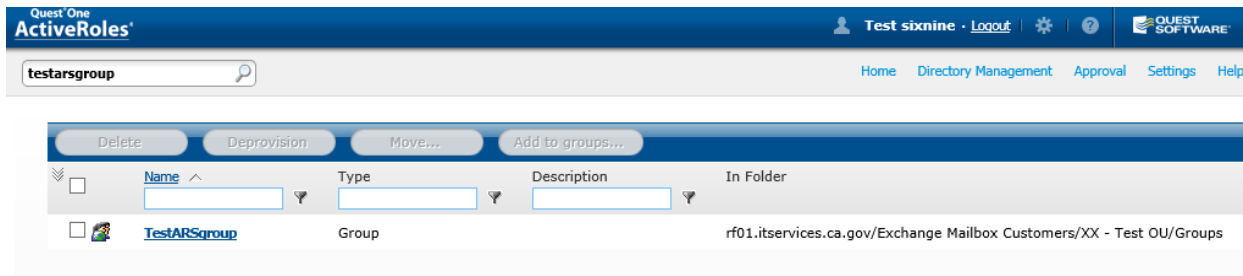
## Rename a Group (Distribution List)

Logon to the ECAT web interface with your ECAT administrator account. (e.g., *xAdmFirstInitialLastname*).

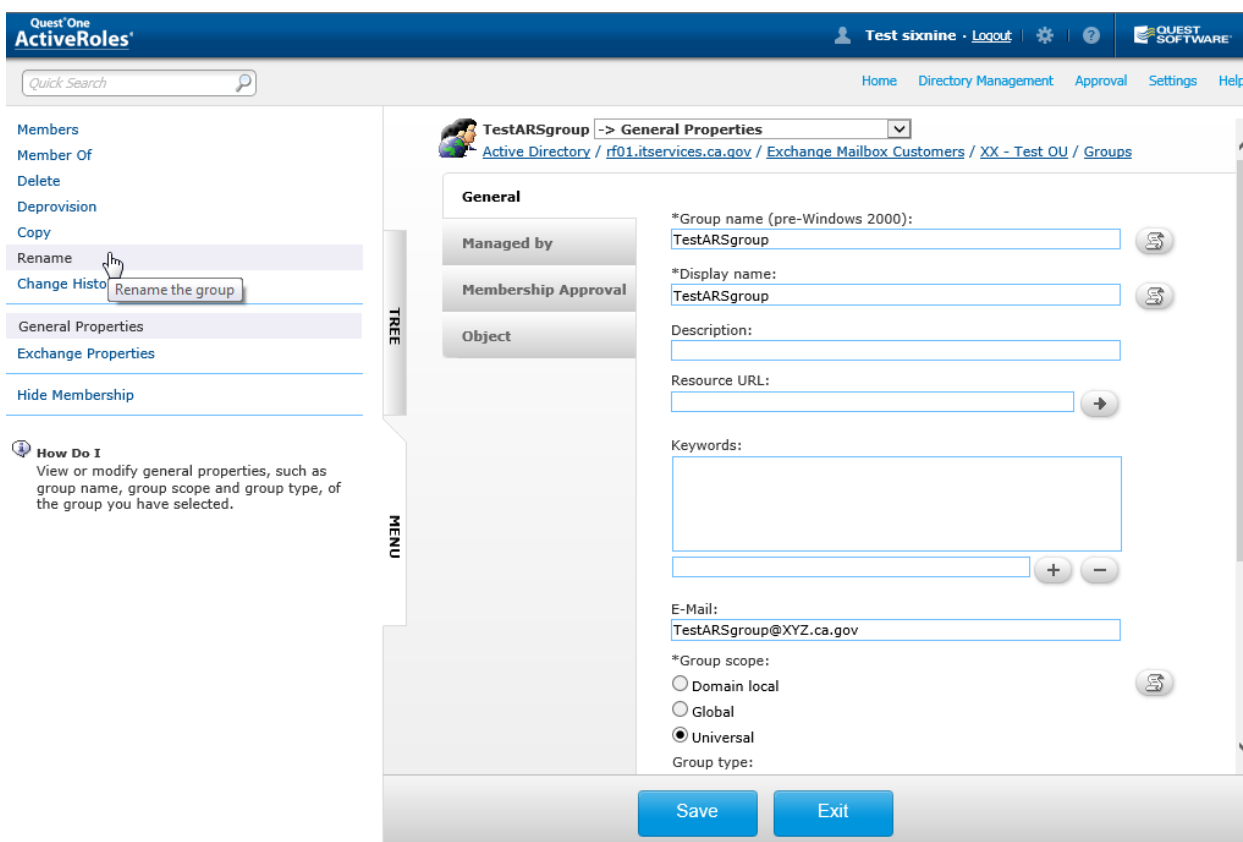
From any page, in the **Quick Search** box, type in the name of the group (Distribution List) that needs to be renamed and select the search icon .



From the search results window, select the group you were searching for...



When the group displays on the screen, click the **Rename** command from the command menu on the left.



From the Rename window edit the **Name:** field as needed.

**\*\* Notice the \*Group name (pre-Windows 2000):** field also changes to reflect the edited name.

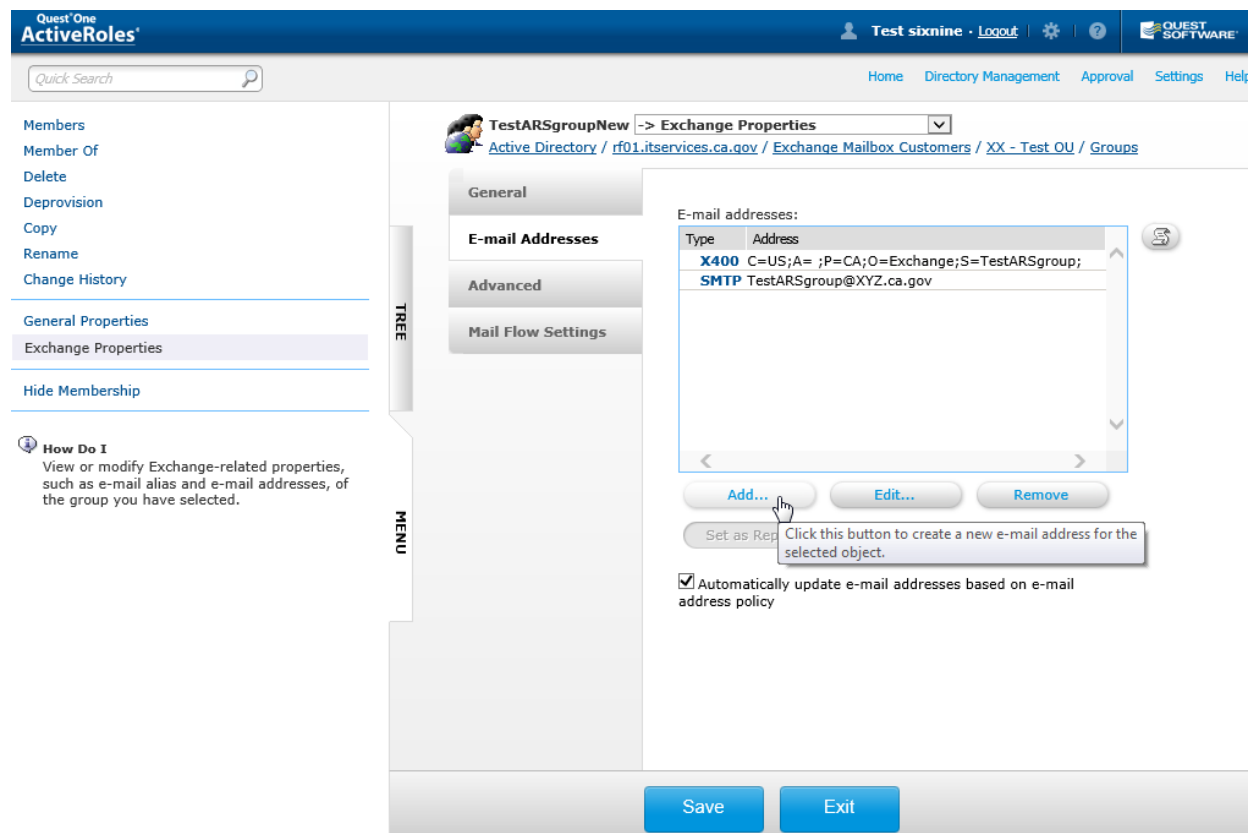
Click **Finish**

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, user information (Test sixnine), and links for Logout, Settings, and Help. A search bar is located on the left. The main content area shows the 'Rename' window for the 'TestARSGroup'. The window has a title bar with the group name and a '-> Rename' button. Below the title bar, there are links for 'Active Directory', 'rf01.itsservices.ca.gov', 'Exchange Mailbox Customers', 'XX - Test OU', and 'Groups'. The 'Steps to complete:' section is titled 'General' and contains two text input fields: 'Name:' and '\*Group name (pre-Windows 2000):'. Both fields contain the text 'TestARSGroupNew'. To the right of each field is a small icon. Below the input fields, a message states 'To complete, click Finish.' At the bottom of the window are two buttons: 'Finish' and 'Exit'. On the left side of the interface, there is a 'TREE' menu with options: Members, Member Of, Delete, Deprovision, Copy, Rename (selected), Change History, General Properties, Exchange Properties, and Hide Membership. Below the 'TREE' menu is a 'MENU' section with a 'How Do I' link and the instruction 'Type in a new name and click Save.'

Once back on the **General Properties** of the renamed group...

Select the **Exchange Properties, E-mail Addresses** tab...

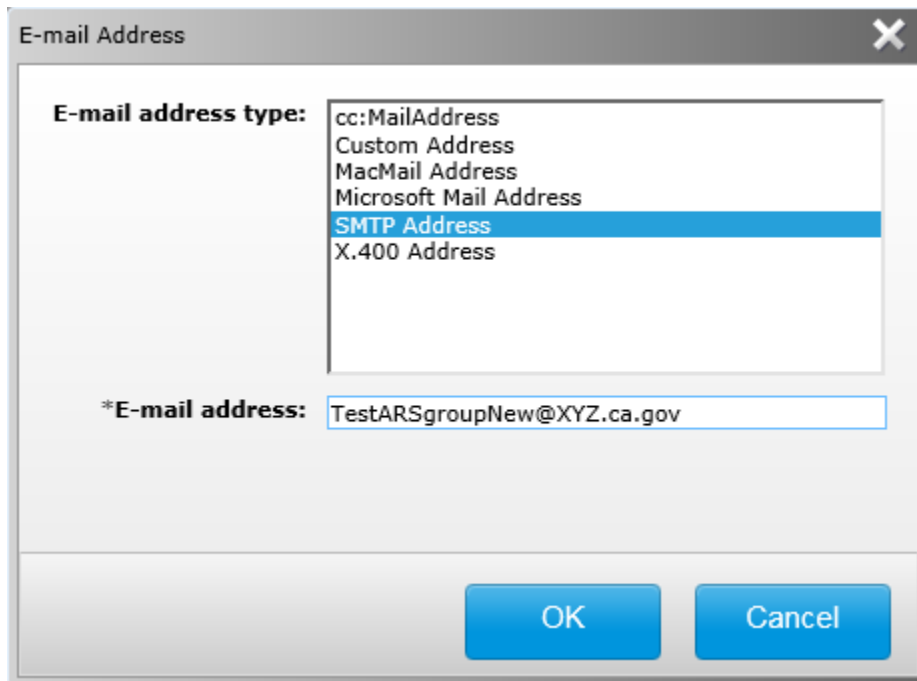
Then click **Add...** to add a new primary **SMTP** address to reflect the name change.



At the **E-mail Address** window, from the **E-mail address type:** list, select **SMTP Address**.

Then in the **\*E-mail address:** box, type the group's email address following CA.Mail standards of Groupname@dept.ca.gov (eg; TestARSGroupNew@XYZ.ca.gov).

Then click **OK**



The screenshot shows a dialog box titled "E-mail Address" with a close button (X) in the top right corner. Inside the dialog, there is a label "E-mail address type:" followed by a list box containing the following options: "cc:MailAddress", "Custom Address", "MacMail Address", "Microsoft Mail Address", "SMTP Address" (which is highlighted with a blue background), and "X.400 Address". Below this list box is a text input field labeled "\*E-mail address:" containing the text "TestARSGroupNew@XYZ.ca.gov". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Then click the **Set as Reply** button to set this new address as the Primary SMTP address to reflect the name change.

Quest One  
**ActiveRoles**

Quick Search

Home Directory Management Approval Settings Help

TestARSGroupNew -> Exchange Properties

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups

General

**E-mail Addresses**

Advanced

Mail Flow Settings

E-mail addresses:

Type	Address
X400	C=US;A= ;P=CA;O=Exchange;S=TestARSGroup;
SMTP	TestARSGroup@XYZ.ca.gov
smtp	TestARSGroupNew@XYZ.ca.gov

Add... Edit... Remove

Set as Reply

☒ Automatically update e-mail addresses based on e-mail address policy

Save Exit

Members

Member Of

Delete

Deprovision

Copy

Rename

Change History

General Properties

Exchange Properties

Hide Membership

How Do I

View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the group you have selected.

Screen will then show new address as the Primary SMTP address for this group.

Click **Save** to save the changes.

Quest One  
**ActiveRoles**

Test sixnine · Logout · ?

Home Directory Management Approval Settings Help

Quick Search

Members  
Member Of  
Delete  
Deprovision  
Copy  
Rename  
Change History

General Properties  
Exchange Properties  
Hide Membership

**How Do I**  
View or modify Exchange-related properties, such as e-mail alias and e-mail addresses, of the group you have selected.

**TestARSGroupNew** -> Exchange Properties

Active Directory / rf01.itsservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups

General  
E-mail Addresses  
Advanced  
Mail Flow Settings

E-mail addresses:

Type	Address
X400	C=US;A= ;P=CA;O=Exchange;S=TestARSGroup;
smtp	TestARSGroup@XYZ.ca.gov
SMTP	TestARSGroupNew@XYZ.ca.gov

Add... Edit... Remove

Set as Reply


☒ Automatically update e-mail addresses based on e-mail address policy

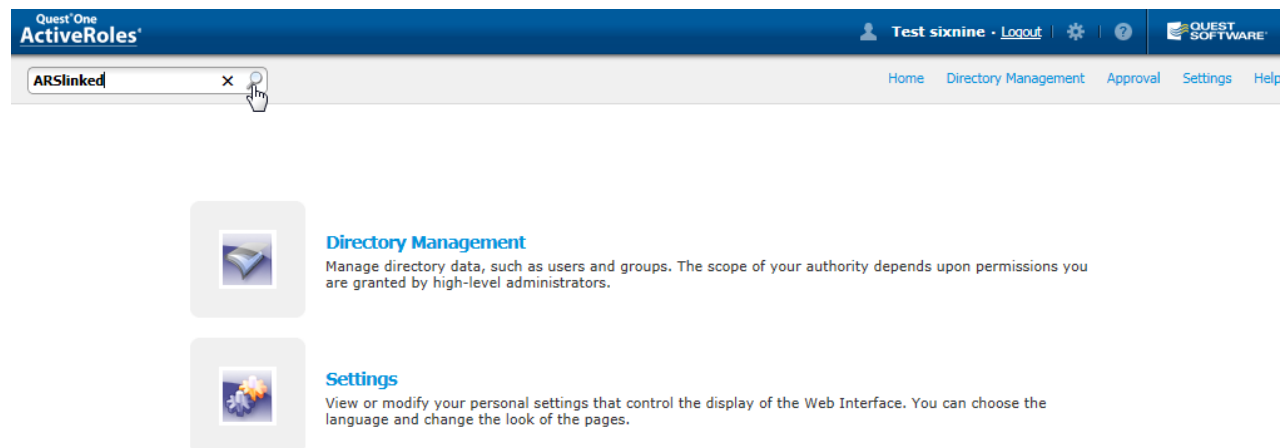
Save Save Exit



## Deprovisioning a Mailbox Account

Login to the ECAT web interface with your ECAT administrator account. (e.g., *xAdmFirstInitialLastname*).

From any page, in the **Quick Search** box, type in the name of the user whose mailbox is to be deprovisioned and select the search icon .

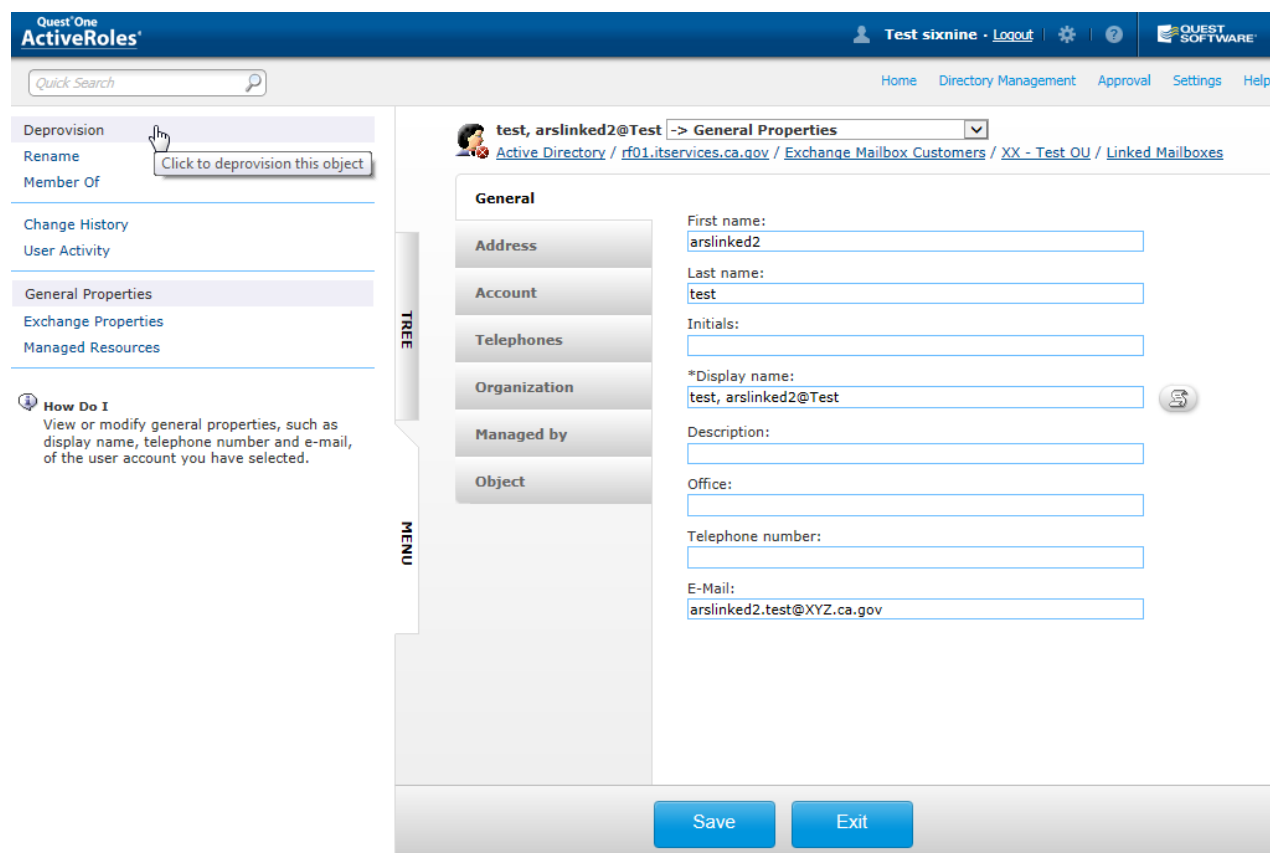


From the search results window, select the mailbox account you were searching for...

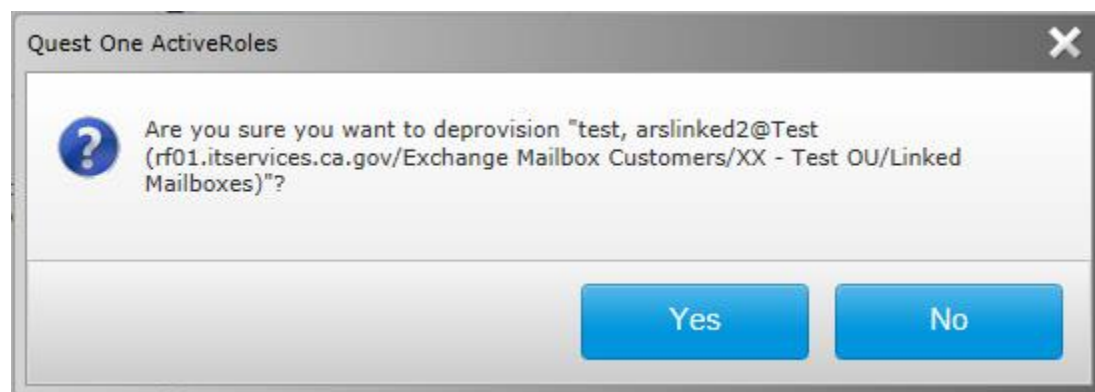
The screenshot displays the Quest One ActiveRoles web interface. At the top, the header includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and navigation links for 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. A search bar on the left contains the text 'ARSLinked'. Below the header, a toolbar offers actions: 'Delete', 'Deprovision', 'Move...', and 'Add to groups...'. The main content area is a table with columns: 'Name', 'Type', 'Description', and 'In Folder'. A mouse cursor is hovering over the first row, which contains the email address 'test, arslinked2@test'. The other two rows show 'test, ARSLinked3@test' and 'test, ARSLinked4@test'. All three entries are of type 'User' and have a description pointing to a mailbox in the 'rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes' folder.

Name	Type	Description	In Folder
test, arslinked2@test	User		rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes
test, ARSLinked3@test	User		rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes
test, ARSLinked4@test	User		rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes

With the mailbox account displayed on the screen, click the **Deprovision** command from the command menu on the left.



Click Yes to the message box below and wait for it to complete the task.



The **Deprovision Results** will display, where you can click to expand the plus sign of each to check what actions are taken when a mailbox gets deprovisioned.

### + Operation Summary

### + Workflow activities and policy actions

### + Operation Details

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, user information (Test sixnine), and links for Logout, Home, Directory Management, Approval, Settings, and Help. A search bar is located on the left. The main content area shows a success message: "The operation is successfully completed." Below this, the user "test, arslinked2@Test" is shown as deprovisioned on 12/24/2015. The breadcrumb trail indicates the path: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes. The "Operation summary" section provides details: Operation ID 10-8663, requested on 12/24/2015 at 6:55:07 PM UTC, requested by Test sixnine, and completed on 12/24/2015 at 6:55:15 PM UTC. The status is COMPLETED. The "Workflow activities and policy actions" section lists four actions: User Account Deprovisioning, Group Membership Removal, Exchange Mailbox Deprovisioning, and User Account Permanent Deletion, each with a policy object and timestamp. The "Operation details" section is partially visible at the bottom.

Quest One  
**ActiveRoles**

Quick Search

Home Directory Management Approval Settings Help

Test sixnine · Logout

Deprovisioning Results

Undo Deprovisioning

Rename

Member Of

Change History

User Activity

General Properties

Exchange Properties

Managed Resources

**How Do I**  
Use this command to examine the actions that were taken to deprovision this object.

**test, arslinked2@Test - Deprovisioned 12/24/2015** -> Deprovisioning Results

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

**Operation summary**

**Deprovision User**

Name: test, arslinked2@Test (rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes)

Reason: <none>

Operation ID: 10-8663

Requested: 12/24/2015 6:55:07 PM (UTC)

Requested by: Test sixnine (rf01.itservices.ca.gov/ARS Admins)

Completed: 12/24/2015 6:55:15 PM (UTC)


Status: COMPLETED

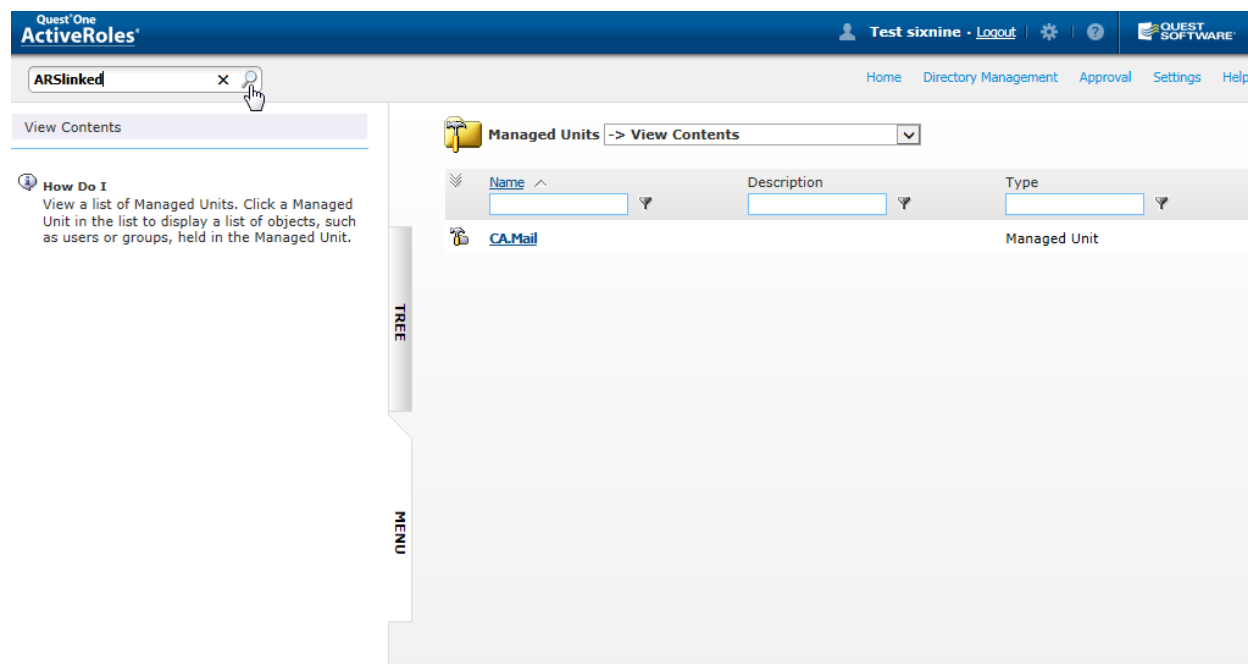
**Workflow activities and policy actions**

+ User Account Deprovisioning	Policy Object: CA-Mail Deprovision Mailbox Account/12/24/2015 6:55:09 PM (UTC)
+ Group Membership Removal	Policy Object: CA-Mail Deprovision Mailbox Account/12/24/2015 6:55:10 PM (UTC)
+ Exchange Mailbox Deprovisioning	Policy Object: CA-Mail Deprovision Mailbox Account/12/24/2015 6:55:14 PM (UTC)
+ User Account Permanent Deletion	Policy Object: CA-Mail Deprovision Mailbox Account/12/24/2015 6:55:14 PM (UTC)

+ Operation details

## Undo Deprovisioning of a Mailbox

From any page, in the **Quick Search** box, type in the name of the user whose mailbox needs the undo Deprovisioning process and select the search icon .



From the search results window, select the deprovisioned mailbox account you were searching for.

The screenshot displays the Quest One ActiveRoles web interface. At the top, the header includes the Quest One ActiveRoles logo, a user profile for 'Test sixnine' with a 'Logout' link, and the Quest Software logo. Below the header is a search bar containing 'ARSLinked' and a magnifying glass icon. To the right of the search bar are navigation links: 'Home', 'Directory Management', 'Approval', 'Settings', and 'Help'. Below the navigation bar is a table of search results. The table has columns for 'Name', 'Type', 'Description', and 'In Folder'. The first row is highlighted and shows a deprovisioned mailbox account. A mouse cursor is pointing at the 'Name' column header. The table contains three rows of results, all of which are deprovisioned mailbox accounts.

	Name ^	Type	Description	In Folder
<input type="checkbox"/>	<a href="#">test_arlinked2@Test - Deprovisioned 12/24/2015</a>	User	This mailbox account was deprovisioned 12/24/2015.	rf01.itsservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes
<input type="checkbox"/>	<a href="#">test_ARSLinked3@Test</a>	User		rf01.itsservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes
<input type="checkbox"/>	<a href="#">test_ARSLinked4@Test</a>	User		rf01.itsservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes

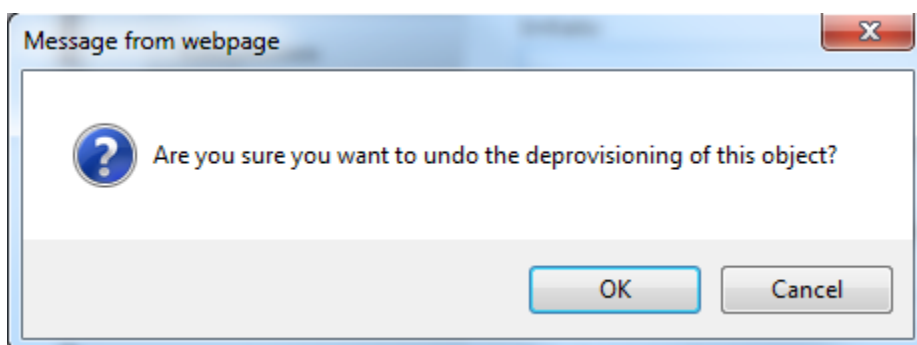
With the deprovisioned mailbox account displayed on the screen, click the **Undo Deprovisioning** command from the command menu on the left.

The screenshot shows the Quest One ActiveRoles web interface. On the left, the 'Undo Deprovisioning' command is highlighted in the 'Deprovisioning Results' section. A tooltip 'Click to un-deprovision this object' is visible over the command. The main area displays the 'General Properties' tab for the user 'test, arslinked2@Test - Deprovisioned 12/24/2015'. The properties include:

- First name: arslinked2
- Last name: test
- Initials:
- Display name: test, arslinked2@Test \*\* Deleted 12/24/2015
- Description: This mailbox account was deprovisioned 12/24/2015.
- Office:
- Telephone number:
- E-Mail: arslinked2.test@XYZ.ca.gov

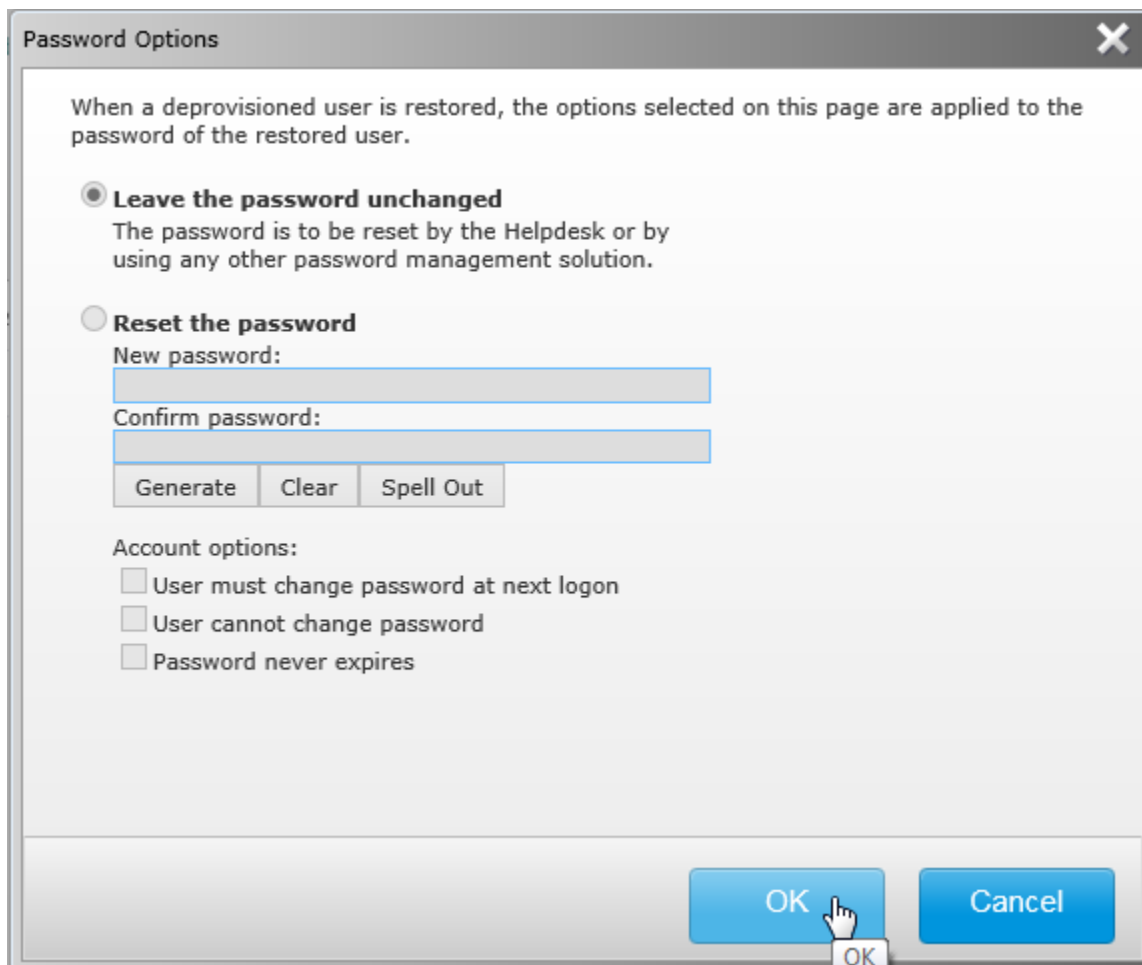
At the bottom of the main area are 'Save' and 'Exit' buttons.

Click **OK** to the message below.



At the **Password Options** window, leave the radio button on **Leave the password unchanged**. (Remember, Mailboxes are disabled accounts and don't require a password.)

Then click **OK**.



The screenshot shows the 'Password Options' dialog box. At the top, a close button (X) is in the upper right corner. Below the title bar, a text box states: 'When a deprovisioned user is restored, the options selected on this page are applied to the password of the restored user.'

There are two radio button options:

- Leave the password unchanged** (selected): The password is to be reset by the Helpdesk or by using any other password management solution.
- Reset the password**: This option is unselected and includes two text input fields labeled 'New password:' and 'Confirm password:'. Below these fields are three buttons: 'Generate', 'Clear', and 'Spell Out'.

Below the radio buttons, under the heading 'Account options:', there are three unchecked checkboxes:

- ☐ User must change password at next logon
- ☐ User cannot change password
- ☐ Password never expires

At the bottom right, there are two blue buttons: 'OK' and 'Cancel'. A mouse cursor is clicking the 'OK' button, and a small tooltip with the text 'OK' is visible below the button.



The **Undo Deprovision Results** will display, where you can click to expand the plus sign of each activity to check what actions were taken on the mailbox during the Undo Deprovision process.

+ **Operation Summary**

+ **Workflow activities and policy actions**

+ **Operation Details**

The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, a search bar, and user information (Test sixnine, Logout). The left sidebar contains a 'TREE' menu with options like Deprovision, Rename, Member Of, Change History, User Activity, General Properties, Exchange Properties, and Managed Resources. The main content area shows the 'Undo Deprovision Results' for the user 'test, arslinked2@Test'. The breadcrumb trail is: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes. The 'Operation summary' section shows details for the 'Un-deprovision User' operation, including the name, requested date, requested by, completed date, and reason. The status is 'COMPLETED'. Below the summary are expandable sections for 'Workflow activities and policy actions' and 'Operation details'.

Quest One  
ActiveRoles

Quick Search

Home Directory Management Approval Settings Help

Test sixnine · Logout

test, arslinked2@Test -> Deprovision

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Linked Mailboxes

**Operation summary**

**Un-deprovision User**

Name:	test, arslinked2@Test - Deprovisioned 12/24/2015 (rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Linked Mailboxes)	Operation ID:	10-8727
Requested:	12/24/2015 7:18:03 PM (UTC)	Requested by:	Test sixnine (rf01.itservices.ca.gov/ARS Admins)
Completed:	12/24/2015 7:18:09 PM (UTC)		
Reason:	<none>		


Status: COMPLETED

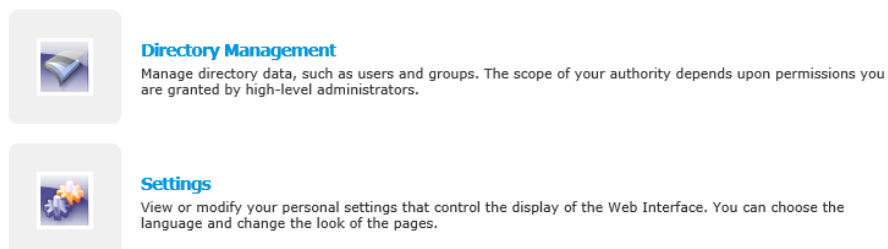
**Workflow activities and policy actions**

**Operation details**

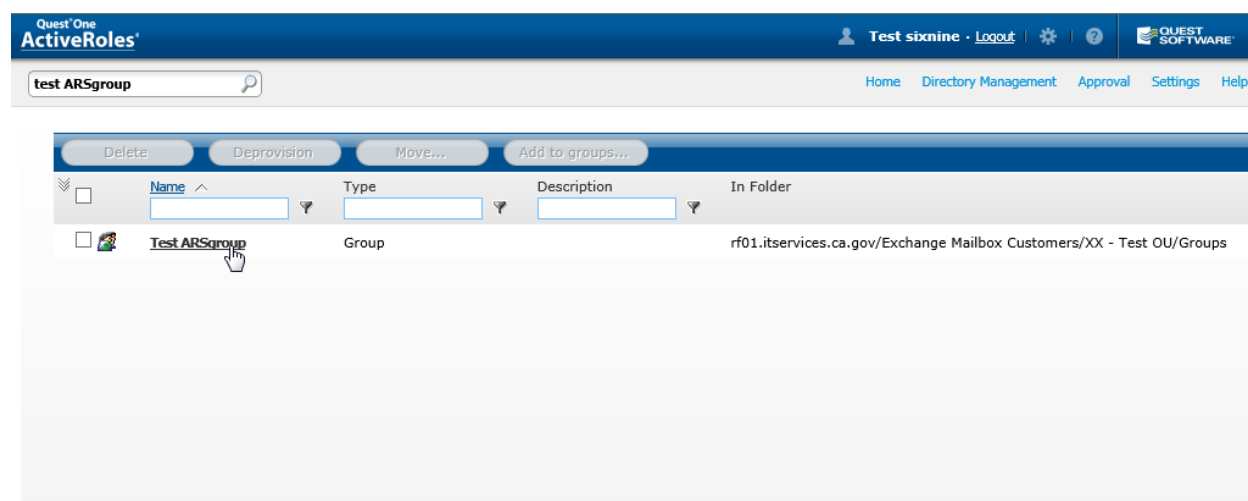
**How Do I**  
Use this command to examine the actions that were taken to un-deprovision this object.

## Deprovisioning a Group (Distribution List)

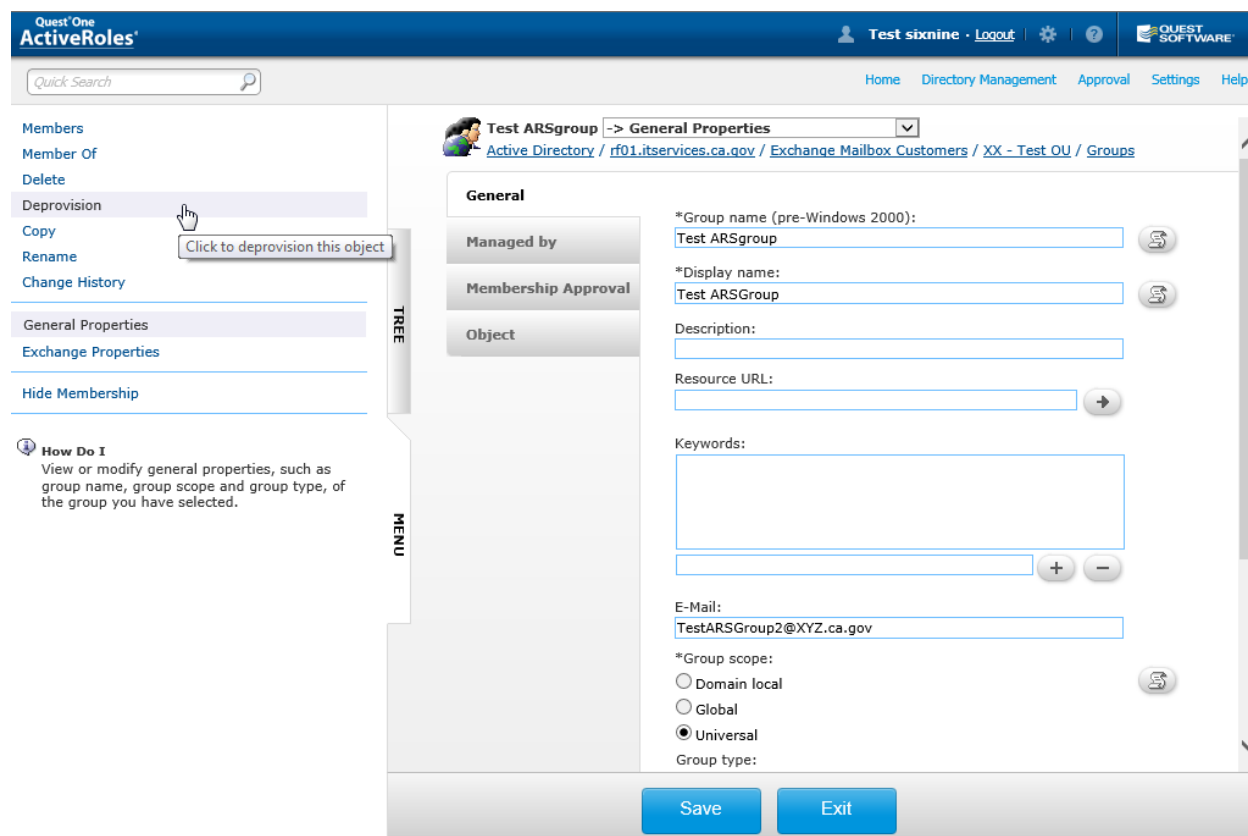
At **any** page, in the **Quick Search** box, type in the name of the group (distribution list) which needs Deprovisioning and select the search icon .



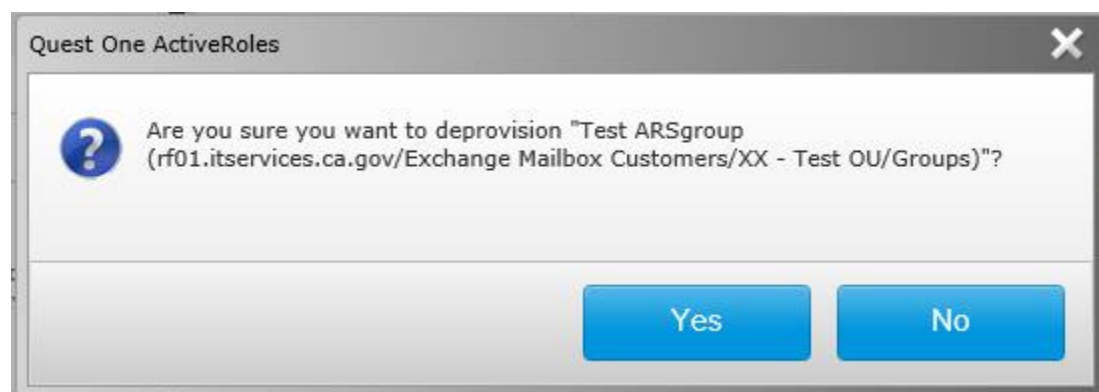
From the search results window, select the group the needs to be deprovisioned.



With the group displayed on the screen, click the **Deprovision** command from the command menu on the left.



Click **Yes** to the message displayed below.



The **Deprovisioning Results** will display, where you can click to expand the plus sign of each activity to check what actions were taken on the group during the Deprovision process.

**+ Operation Summary**

**+ Workflow activities and policy actions**


**+ Operation Details**

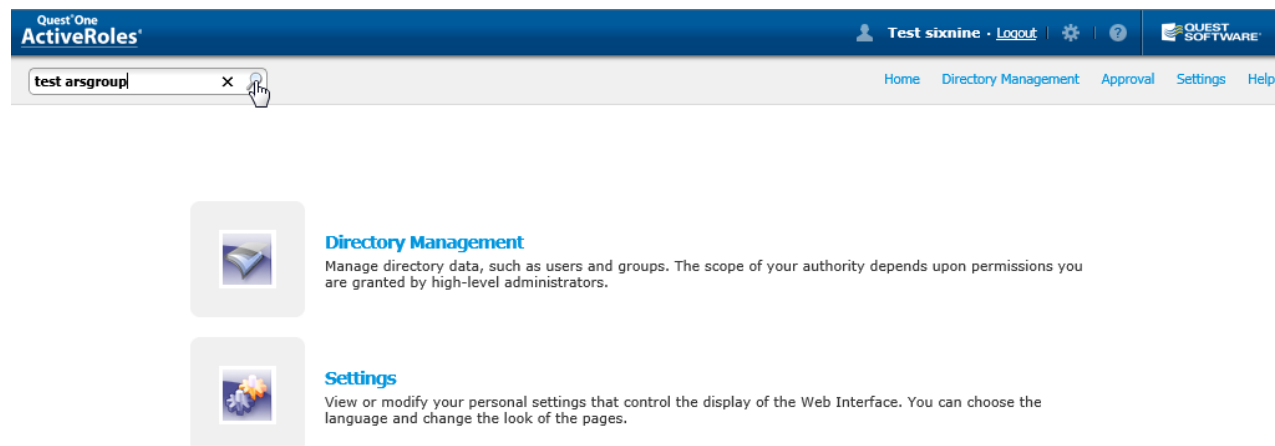
The screenshot displays the Quest One ActiveRoles web interface. The top navigation bar includes the Quest One logo, user information (Test sixnine), and links for Logout, Settings, and Help. A search bar is located on the left. The main content area shows a success message: "The operation is successfully completed." Below this, the breadcrumb path is: Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups. The main section is titled "Test ARSgroup - Deprovisioned 1/4/2016 -> Deprovisioning Results". It contains an "Operation summary" section with the following details:

Deprovision Group		Operation ID:	10-9743
Name:	Test ARSgroup (rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Groups)	Requested:	1/4/2016 4:17:18 PM (UTC)
Reason:	<none>	Requested by:	Test sixnine (rf01.itservices.ca.gov/ARS Admins)
		Completed:	1/4/2016 4:17:20 PM (UTC)
Status: COMPLETED			

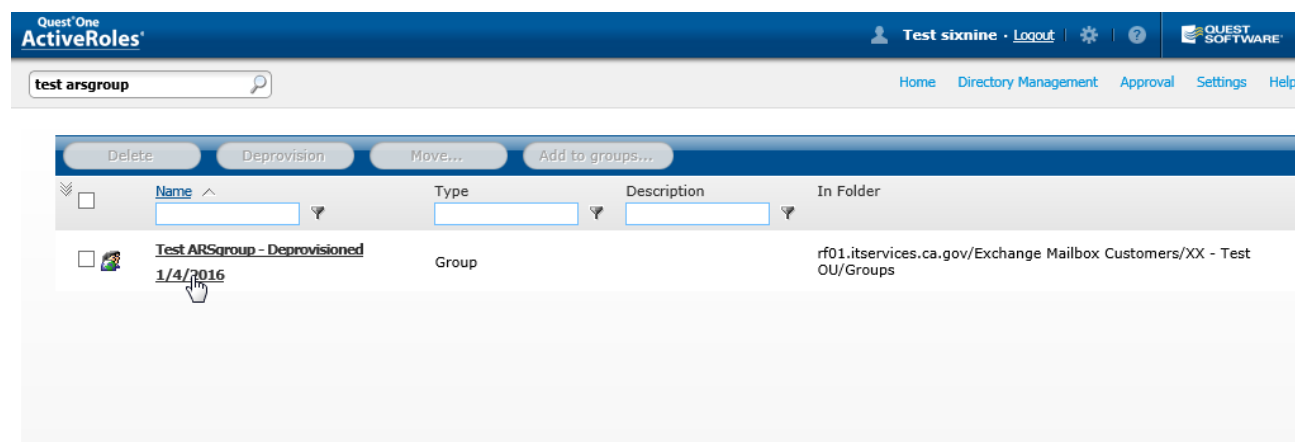
Below the summary, there are two expandable sections: "Workflow activities and policy actions" and "Operation details". On the left side of the interface, there is a "TREE" menu with options like "Deprovisioning Results", "Undo Deprovisioning", "Members", "Member Of", "Delete", "Copy", "Rename", "Change History", "General Properties", "Exchange Properties", and "Hide Membership". A "MENU" section at the bottom left includes a "How Do I" link with the text: "Use this command to examine the actions that were taken to deprovision this object."

## Undo the Deprovision of a Group (Distribution List)

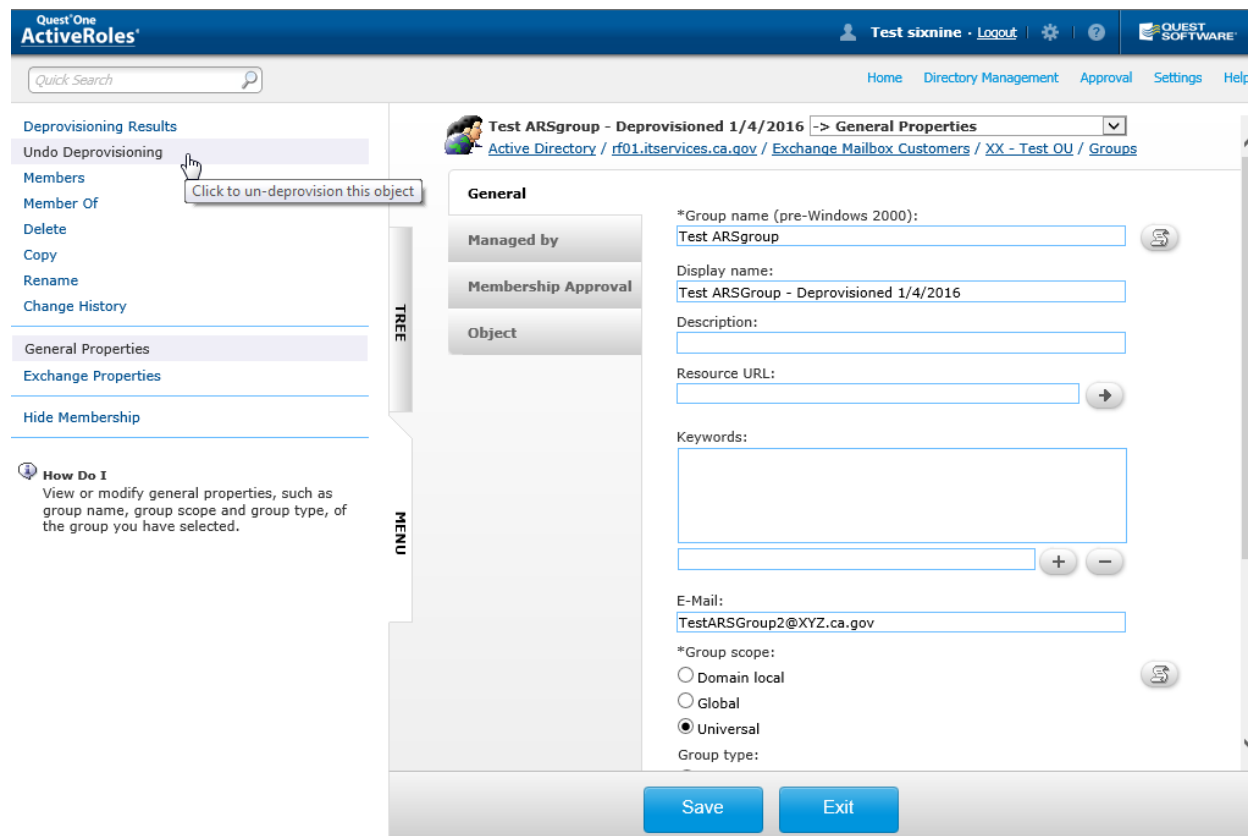
At **Any** page, in the **Quick Search** box, type in the name of the group (distribution list) which needs the **Undo Deprovisioning** and select the search icon .



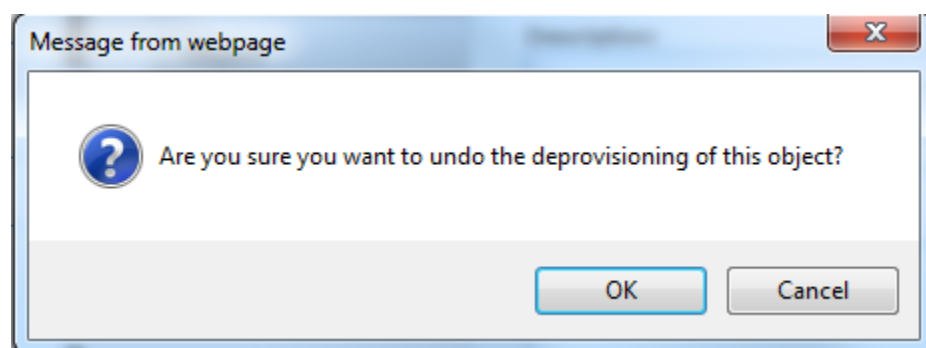
From the search results window, select the deprovisioned group to undo the deprovision.



With the deprovisioned group displayed on the screen, click the **Undo Deprovisioning** command from the command menu on the left.



Click **OK** to the message displayed below.



The **Undo Deprovision Results** will display, where you can click to expand the plus sign of each activity to check what actions were taken on the group during the undo Deprovision process.

### + Operation Summary

### + Workflow activities and policy actions

### + Operation Details

Quest One ActiveRoles

Test sixnine · Logout

Quick Search

Home Directory Management Approval Settings Help

Members

Member Of

Delete

Deprovision

Copy

Rename

Change History

General Properties

Exchange Properties

Hide Membership

How Do I

Use this command to examine the actions that were taken to un-deprovision this object.

Test ARSgroup -> Members

Active Directory / rf01.itservices.ca.gov / Exchange Mailbox Customers / XX - Test OU / Groups

Operation summary

Un-deprovision Group

Name: Test ARSgroup - Deprovisioned  
1/4/2016  
(rf01.itservices.ca.gov/Exchange Mailbox Customers/XX - Test OU/Groups)

Operation ID: 10-9749

Requested: 1/4/2016 4:21:52 PM (UTC)

Requested by: Test sixnine (rf01.itservices.ca.gov/ARS Admins)

Completed: 1/4/2016 4:21:54 PM (UTC)

Reason: <none>

Status: COMPLETED

Workflow activities and policy actions

Operation details